

Lance Luther

(555) 475-8755 ~ charles@email.com ~ New York, NY

Qualifications Summary

- Proven record of increasing monthly sales by 15%
- Recognized as Sales Representative of the Month for consistently high customer satisfaction ratings
- Solid customer service skills displayed through proven ability to anticipate and meet the needs of clients

Relevant Skills

Interpersonal Skills

- Regularly communicated with customers, managers and team members via phone, email and in-person
- Effectively educated clients on new products with an emphasis on how the products addressed their specific needs
- Voted most personable employee by clients for 4 months in a row

Sales

- Regularly exceeded sales quotas by a minimum of 5% monthly
- Upsell an average of 2 out of 5 clients by recommending products that met their unique needs
- Ensured all customers were satisfied with their purchases and handled any complaints in a timely and efficient manner

Marketing

- Set up merchandise in an appealing manner that led to a 7% increase in sales in-store
- Contributed to marketing plans to draw in new customers and increase current customer retention
- Participated in weekly marketing meetings

Problem Solving

- Addressed any concerns from customers and notified manager of any emergencies within the workplace
- Collaborated with fellow employees on how to prevent any safety issues within the work environment and maintained a civil attitude during any disagreements among the team members

Employment History

Sales Representative, Java Company, New York City, NY

- December 2022 – February 2023

Sales Associate, Creator Inc., Seattle, WA

- September 2019 - May 2022

Front Desk Assistant, Alumni & Student Connections, Tacoma, WA

- September 2014 - May 2016

Intern, Seattle Business Co., Seattle, WA

- Summer 2015

Education

Bachelor of Business Administration – Marketing; Pacific Lutheran University, Tacoma, WA

- May 2017
- Minor: Hispanic Studies