

# Aven Polster

Sales Associate

## Profile

I am a highly organized and motivated Sales Associate with over 1 year of experience in customer service and sales. I have extensive experience in developing relationships with customers and providing exceptional service in a retail setting. My strengths include excellent communication skills, attention to detail, and a strong work ethic. I am also knowledgeable in upselling and cross-selling techniques, resulting in increased sales. In addition, I am highly proficient in operating various computer programs and POS systems. I am confident that my experience and skills will be a valuable asset to any organization.

## Employment History

### Sales Associate I at Best Buy, MA

Feb 2023 - Present

- Generated \$60,000 in revenue over a six-month period: As a Sales Associate I at Best Buy, MA, I was able to successfully increase sales by executing effective sales strategies and providing excellent customer service. During my six-month tenure, I was able to generate over \$60,000 in revenue for the store.
- Achieved highest customer satisfaction rating of 9.6 out of 10: During my time at Best Buy, MA, I was able to achieve the highest customer satisfaction rating of 9.6 out of 10. This was accomplished by providing knowledgeable and helpful advice to customers and ensuring that their needs were met in a timely manner.
- Exceeded sales goals by 15%: As a Sales Associate I, I was tasked with meeting monthly sales goals. During my six-month tenure, I was able to exceed these goals by 15%, surpassing expectations and contributing to the overall success of the store.

### Sales Associate II at Macy's, MA

Aug 2022 - Jan 2023

- Achieved a 20% annual increase in sales for the Macy's MA location. Utilizing my extensive knowledge of the store's products and services, I was able to promote and upsell items to customers resulting in an increase in overall sales.
- Exceeded the store's sales quota by 10%, contributing to a total sales increase of 25%. By strategically targeting high-value customers and successfully engaging them in conversations, I was able to exceed the store's expectations.
- Developed and implemented a successful customer loyalty program that generated \$50,000 in additional revenue. By utilizing data-driven insights, I created a program that rewarded customers for their loyalty, increased customer satisfaction and drove more sales.

## Education

### High School Diploma in Sales and Marketing at Boston Latin Academy, Boston, MA

Aug 2017 - May 2022

Relevant Coursework: Introduction to Sales and Marketing, Consumer Behavior, Business Law, and Professional Selling.

## Details

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(437) 906-4420

Boston, MA

## Links

[linkedin.com/in/avenpolster](https://www.linkedin.com/in/avenpolster)

## Skills

Communication

Customer Service

Negotiation

Product Knowledge

Time Management

Organization

Selling Techniques

## Languages

English

Dutch

## Hobbies

Cooking

Woodworking

Gardening