

# Luna Sahs

Fitting Room Attendant

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## Education

**Diploma in Retail and Customer Service at Des Moines Area Community College, Ankeny, IA**

Aug 2018 - May 2022  
Relevant Coursework: Customer Service Principles, Retail Operations and Management, Sales Techniques, Merchandising and Inventory Control, Marketing and Promotions, and Conflict Resolution Strategies.

## Links

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

## Skills

- Garment organization
- Customer assistance
- Inventory management
- Time management
- Communication proficiency
- POS system knowledge
- Loss prevention awareness

## Languages

- English
- Russian

## Hobbies

## Profile

Detail-oriented Fitting Room Attendant with 1 year of experience in providing exceptional customer service and maintaining an organized, efficient fitting room environment. Skilled in assisting customers, managing inventory, and ensuring cleanliness and order. Dedicated to creating a positive shopping experience for all clients.

## Employment History

### Fitting Room Attendant at Target, IA

May 2023 - Present

- Successfully assisted an average of 100 customers per day in selecting and trying on clothes, resulting in a 20% increase in overall customer satisfaction ratings.
- Efficiently maintained a well-organized fitting room area, reducing customer wait times by 15% and increasing the number of items tried on by 25%.
- Collaborated with team members to implement a new system for tracking and returning unselected items to the sales floor, resulting in a 30% reduction in misplaced merchandise.
- Received recognition as "Employee of the Month" twice within a year for outstanding customer service and dedication to maintaining a positive and efficient fitting room environment.

### Junior Fitting Room Attendant at Kohl's, IA

Jul 2022 - Apr 2023

- Successfully managed a high volume of 300+ customers daily, providing efficient and organized service in the fitting rooms while maintaining a clean and welcoming environment.
- Streamlined the fitting room process by implementing a color-coded hanger system, reducing customer wait times by 20% and improving overall customer satisfaction ratings.
- Assisted in reducing company shrink by 15% through diligent monitoring of fitting rooms and reporting suspicious activity, contributing to a safer shopping experience for customers.
- Collaborated with fellow team members to consistently meet or exceed store sales goals by upselling products and providing personalized recommendations, resulting in a 10% increase in sales from the fitting room area.

## Certificates

### Certified Fitting Room Specialist (CFRS)

Mar 2022

### Professional Clothing and Fashion Consultant Certification

Feb 2021