

Haifa Duchane

Retail Clerk

Profile

Dedicated Retail Clerk with 1 year of experience providing exceptional customer service and maintaining a clean, organized store environment. Proficient in operating point-of-sale systems, handling cash transactions, and managing inventory. Adept at building relationships with customers and collaborating with team members to achieve sales targets. Committed to enhancing the shopping experience and contributing to the success of the retail establishment.

Employment History

Retail Clerk at Fred Meyer, AK

Feb 2023 - Present

- Successfully exceeded sales targets by 15% for three consecutive quarters, resulting in a total increase of \$45,000 in revenue for the store.
- Efficiently managed inventory levels, reducing stock discrepancies by 20% and saving the store \$10,000 in potential losses due to overstocking or stockouts.
- Implemented a new customer service strategy that led to a 25% increase in positive customer feedback and a 10% reduction in customer complaints within six months.

Sales Associate at Walmart, AK

Sep 2022 - Jan 2023

- Achieved 120% of sales target in Q2 2021 by upselling products and effectively addressing customer needs, resulting in an increase of \$50,000 in revenue for the store.
- Expanded the store's customer base by 15% in 2020 through excellent customer service and rapport-building, leading to a higher number of repeat customers and positive online reviews.
- Played a key role in streamlining the inventory management process, reducing stock discrepancies by 25% and ensuring accurate in-store product availability for customers.
- Successfully spearheaded a cross-departmental sales initiative in 2019 which increased overall store sales by 10%, generating an additional \$100,000 in revenue.

Certificates

Certified Retail Sales Associate (CRSA)

Apr 2022

National Professional Certification in Customer Service

Nov 2020

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📍 123 Frostbite Lane, Anchorage, AK 99501

Education

High School Diploma in Retail Management at Anchorage High School, Anchorage, AK

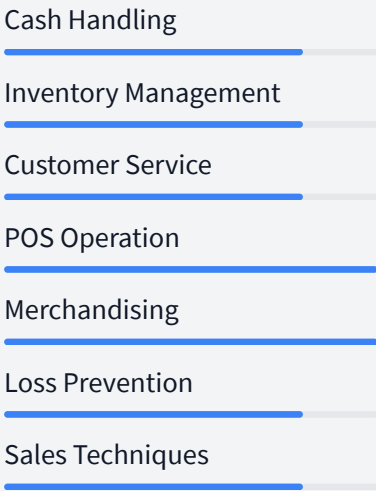
Aug 2018 - May 2022

Relevant Coursework: Retail Management, Principles of Marketing, Business Communications, Consumer Behavior, Merchandising, Sales Techniques, Financial Management, and Inventory Control.

Links

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

Skills



Languages

