

Coy Delapa

Retail Sales Associate

Profile

Results-driven Retail Sales Associate with 1 year of experience, skilled in delivering excellent customer service and driving sales in fast-paced environments. Proficient in product knowledge, upselling, and inventory management. Demonstrated ability to build strong relationships with customers and exceed sales targets. Seeking to leverage expertise to contribute to a dynamic retail team.

Employment History

Retail Sales Associate at Macy's, NV

Mar 2023 - Present

- Successfully exceeded sales targets by 15% in Q2 2021, contributing to an overall increase in store revenue and receiving recognition for top performance among the sales team.
- Expertly upsold products and add-ons, resulting in a 20% increase in average transaction value during the holiday season of 2020, leading to higher customer satisfaction ratings.
- Implemented innovative visual merchandising strategies that boosted foot traffic by 25% and increased sales by 10% during a promotional event in March 2021.
- Provided exceptional customer service and support, achieving a 95% positive feedback rating from customers in post-purchase surveys conducted throughout 2021.

Sales Associate at Walmart, NV

Jul 2022 - Feb 2023

- Increased overall sales by 20% within the first 6 months of employment, resulting in a significant boost in store revenue and customer satisfaction ratings.
- Developed and implemented a successful upselling strategy that led to a 15% increase in add-on sales, contributing to higher average transaction values and enhanced customer experiences.
- Consistently exceeded monthly sales targets by an average of 10%, earning recognition as a top performer within the Walmart store in Nevada and setting a benchmark for fellow Sales Associates.

Education

High School Diploma with a focus on Retail and Sales Management at Las Vegas Academy of Retail and Sales Management, NV

Sep 2018 - May 2022

Relevant Coursework: Retail and Sales Management, Business Mathematics, Consumer Behavior, Marketing Strategies, Financial Management, and Customer Service Techniques.

Certificates

Certified Retail Sales Associate (CRSA)

Dec 2021

Details

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Links

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

Skills

POS proficiency

Inventory management

Customer engagement

Merchandising techniques

Loss prevention

Product knowledge

Upselling strategies

Languages

English

Japanese

Hobbies

Photography

Crafting and DIY projects

Cooking and experimenting with new recipes