

Reah Siefkas

Retail Sales

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📍 123 Maple St, Portland, ME
04101

Education

**Associate of Applied
Science in Retail Sales
Management at Southern
Maine Community College,
South Portland, ME**

Sep 2018 - May 2022

Relevant Coursework: Retail
Operations, Merchandising
Strategies, Customer Service,
Sales Techniques, Marketing,
Inventory Management,
Financial Management, Human
Resources, and Business
Communications.

Links

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

Skills

POS proficiency

Inventory management

Customer engagement

Visual merchandising

Product knowledge

Upselling techniques

CRM software

Languages

English

Mandarin

Profile

Results-driven retail sales associate with 1 year of experience in providing exceptional customer service and driving sales in fast-paced environments. Adept at product knowledge, merchandising, and upselling techniques to maximize sales opportunities. Skilled in inventory management and POS systems. Committed to fostering positive customer experiences and achieving sales targets.

Employment History

Retail Sales Associate at L.L.Bean, ME

Mar 2023 - Present

- Successfully exceeded sales targets by 20% for three consecutive quarters, contributing to a significant increase in revenue for the L.L.Bean store in Maine.
- Implemented creative merchandising strategies that led to a 15% increase in foot traffic and a 12% boost in overall customer satisfaction ratings.
- Provided exceptional customer service, resulting in a 30% increase in repeat customers and a 10% growth in positive online reviews for the L.L.Bean store in Maine.

Sales Assistant at Renys, ME

Aug 2022 - Jan 2023

- Successfully exceeded sales targets by 20% in Q2 2021, contributing to an overall increase in store revenue by 15% during the quarter.
- Streamlined the customer service process, resulting in a 30% reduction in average wait time and a 10% improvement in customer satisfaction ratings.
- Implemented a new upselling strategy that led to a 25% increase in average transaction value and boosted accessory sales by 40% in Q3 2021.

Certificates

Certified Retail Sales Associate (CRSA)

Jul 2021

Certified Customer Service Professional (CCSP)

Dec 2019

Memberships

National Retail Federation (NRF)

Retail Industry Leaders Association (RILA)