

# Franziska Fritz

Retail Worker

## Profile

Dedicated Retail Worker with 1 year of experience providing exceptional customer service in fast-paced retail environments. Adept at maintaining store appearance, managing inventory, and handling cashier operations. Demonstrates strong communication and problem-solving skills, with a keen ability to adapt to new tasks and challenges. Committed to maximizing sales and fostering a positive shopping experience for customers.

## Employment History

### Retail Associate at Walmart, AL

Feb 2023 - Present

- Successfully increased sales in the Electronics department by 15% over a six-month period through effective product merchandising and providing exceptional customer service to shoppers.
- Efficiently processed over 200 transactions per shift at the cash register, maintaining a 98% accuracy rate and contributing to a 10% reduction in average customer wait time.
- Proactively identified and resolved 50+ inventory discrepancies per month, leading to a 20% improvement in overall stock accuracy and reducing out-of-stock items on the sales floor.

### Sales Associate at Target, AL

Aug 2022 - Dec 2022

- Successfully exceeded sales targets by 25% in Q3 2021, contributing to a store-wide increase in revenue by \$50,000 and earning recognition as the top performer among 20 sales associates at the Target location in Alabama.
- Implemented an upselling strategy that led to a 15% increase in accessory sales, generating an additional \$10,000 in revenue for the electronic department during the 2021 holiday season.
- Spearheaded a customer service initiative that improved overall satisfaction ratings by 20% within six months, resulting in a significant decrease in customer complaints and returns, and earning a commendation from the store manager for outstanding achievement.

## Certificates

### Certified Retail Sales Associate (CRSA)

Aug 2021

### Certified Customer Service Professional (CCSP)

Mar 2020

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## Education

### Diploma in Retail Management at University of Alabama, Tuscaloosa, AL

Sep 2018 - May 2022

Relevant Coursework: Retail Operations, Sales and Marketing, Inventory Management, Store Design and Visual Merchandising, Retail Finance and Accounting, Customer Relationship Management, Retail Strategy and Planning, and Human Resource Management.

## Links

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

## Skills

Cash Handling

Inventory Management

Customer Service

Visual Merchandising

POS Operation

Loss Prevention

Sales Techniques

## Languages

English

Spanish