

# Cassandra Vorndran

## Store Assistant

Diligent Store Assistant with one year of experience in retail environments. Adept at providing excellent customer service, managing inventory, and maintaining store organization. Demonstrates strong communication skills and ability to adapt to various tasks while prioritizing workload. Committed to enhancing customer experience and contributing to store success.

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123 Main St, Boston, MA 02115 

## Education

### Diploma in Retail Management at Boston University, MA

Sep 2018 - May 2022

Relevant Coursework: Retail Operations, Store Management, Marketing and Merchandising, Sales Techniques, Customer Service, Retail Finance, Inventory Management, and Supply Chain Management.

## Links

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

## Skills


Inventory Management 


POS Operation 

Customer Service 

Visual Merchandising 

Loss Prevention 

Product Knowledge 

Time Management 

## Languages

English 

## Employment History

### Store Assistant at Walmart, MA

Feb 2023 - Present

- Successfully increased overall customer satisfaction by 25% within six months by implementing effective communication and problem-solving strategies, resulting in improved customer feedback scores and repeat business.
- Boosted store sales by 15% within the first year by assisting in the development and execution of targeted merchandising and promotional campaigns, leading to higher foot traffic and increased revenue.
- Streamlined inventory management processes, reducing stock discrepancies by 40% and improving overall store efficiency through the implementation of a new tracking system and regular audits.
- Effectively trained and mentored a team of 10 new store assistants, contributing to a 30% reduction in employee turnover and fostering a positive work environment.

### Junior Store Assistant at Target, MA

Sep 2022 - Jan 2023

- Successfully increased overall customer satisfaction by 15% through exceptional service, prompt assistance, and effective problem-solving during a 6-month period.
- Streamlined the inventory management process, reducing discrepancies by 20% and ensuring 95% accuracy in stock levels, leading to more efficient store operations.
- Trained and mentored 10 new team members, improving their productivity by 25% and fostering a positive work environment while maintaining a 100% retention rate within the first three months of employment.
- Spearheaded a store-wide initiative to boost sales, resulting in a 10% increase in revenue and surpassing monthly sales targets by an average of 8% consistently over a one-year period.

## Certificates

### Certified Retail Sales Associate (CRSA)

Jan 2022

### Certified Inventory Management Professional (CIMP)

Sep 2020