

Katye Gavenda

Store Clerk

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☎ (174) 519-0149
📍 123 Silver Lane, Las Vegas, NV 89101

Education

High School Diploma in Retail Management at Reno High School, Reno, NV

Sep 2017 - May 2022

Relevant Coursework: Retail Operations, Marketing and Sales, Inventory Management, Customer Service, Business Math, and Retail Merchandising.

Links

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

Skills

Cash Handling

Inventory Management

Customer Service

POS Operation

Merchandising

Loss Prevention

Time Management

Languages

English

Hindi

Hobbies

Collecting vintage postcards
Gardening

Profile

Dedicated Store Clerk with 1 year of experience providing exceptional customer service in fast-paced retail environments. Proficient in inventory management, merchandising, and cash handling. Demonstrates strong problem-solving and communication skills, contributing to a positive shopping experience for customers. Committed to maintaining a clean and organized store to enhance overall customer satisfaction.

Employment History

Store Clerk at Nevada Retail Services Inc., NV

May 2023 - Present

- Successfully managed inventory for Nevada Retail Services Inc., resulting in a 20% reduction in stock discrepancies and a 15% decrease in overstocked items.
- Boosted customer satisfaction ratings by 25% by implementing new training procedures for staff and providing exceptional service to customers.
- Streamlined store operations by creating a more efficient scheduling system, reducing labor costs by 10% and increasing overall productivity.
- Spearheaded a promotional campaign that increased store sales by 18% within six months, contributing significantly to Nevada Retail Services Inc.'s overall revenue growth.

Assistant Store Clerk at Walmart Supercenter, NV

Sep 2022 - Apr 2023

- Increased in-store sales by 15% within six months by proactively upselling products and providing excellent customer service.
- Streamlined inventory management processes, reducing stock discrepancies by 20% and resulting in a more efficient ordering system.
- Trained and mentored four new employees, improving overall team performance by 10% and contributing to a positive store environment.
- Successfully resolved 95% of customer complaints within the first interaction, leading to a 30% increase in customer satisfaction ratings for the store.

Certificates

Retail Management Certificate

Dec 2021

Certified Professional Salesperson (CPS)

Oct 2020

Memberships

National Retail Federation (NRF)

Retail Industry Leaders Association (RILA)