

# Bryonna Mahley

Sales Associate

## Profile

I am a results-driven retail professional with over 1 year of experience in sales and customer service. I have a proven track record of exceeding sales goals and providing excellent customer service. I am skilled in negotiating and building relationships with customers to drive sales and ensure satisfaction. I am also experienced in merchandising and inventory management. My ability to quickly grasp new concepts and technologies make me an asset to any organization. My passion for sales and customer service make me a great fit for any sales associate position.

## Employment History

### Sales Associate I at Walmart, VA

Nov 2022 - Present

- Achieved a 9% increase in sales revenue year-over-year: Increased the store's total yearly sales from \$1.2 million to over \$1.3 million by implementing creative marketing strategies and leveraging relationships with local businesses for promotional opportunities.
- Improved customer satisfaction ratings by 15%: Utilized feedback surveys, focus groups, and other research methods to understand customers' needs better; implemented changes that resulted in higher customer loyalty scores at Walmart VA compared to previous years (85% vs 70%).
- Decreased inventory shrinkage rate by 20%: Developed innovative systems of tracking product movement throughout the store which led to reduced instances of theft or misplacement resulting in an overall decrease of losses due to unaccountable items (from 5% down 3%).

### Sales Associate II at Lowe's, VA

Aug 2022 - Oct 2022

- Exceeded monthly sales targets by 20% - In my role as a Sales Associate II at Lowe's VA, I was consistently able to exceed the store's set target of \$20K in revenue per month. During peak season (February-April), I achieved an average increase of over 20%, resulting in total revenues reaching more than \$24K each month during this period.
- Developed customer loyalty program and increased repeat customers by 40%- As part of our efforts to boost sales, I implemented a new customer loyalty program that rewarded returning shoppers with discounts on their purchases. This resulted in increasing the number of regular customers coming back for multiple visits from 10% up to 50%.
- Trained 4 junior associates - To ensure excellent service delivery across all departments within the store, I took it upon myself to train four newly recruited employees on basic operations such as stocking shelves and assisting shoppers with inquiries or product selection advice.

## Education

## Details

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Richmond, VA

## Links

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

## Skills

Communication

Interpersonal

Negotiation

Organization

Customer Service

Product Knowledge

Time Management

## Languages

English

Hindi

## Hobbies

Cooking

Gardening

Photography