



# Callie Roberts

## Customer Service Associate

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### SUMMARY

Enthusiastic Customer Service Associate with over 3 years in retail environments. Demonstrated ability to enhance customer satisfaction through effective communication and problem-solving skills. Highly organized, committed to maintaining a clean and inviting store atmosphere. Skilled in managing sales transactions and providing product recommendations for a positive shopping experience. Passionate about fostering a safe, welcoming environment where customers feel valued and understood.

### STRENGTHS

- Customer Focused**  
Consistently deliver memorable client experiences by attentively addressing needs and preferences, resulting in repeat business.
- Cash Management**  
Ensure accurate handling and reporting of transactions, instilling trust from both customers and staff members.
- Inventory Knowledge**  
Utilize stock management skills to prevent shortages and ensure efficient restocking, minimizing disruption.
- Problem Solver**  
Approach challenges with a solutions-oriented mindset, resolving customer disputes quickly and effectively.
- Team Collaboration**  
Work well within diverse teams, sharing insights and cooperating to maintain a smoothly operating store environment.

### SKILLS

Customer Service Excellence

Cash Handling

Inventory Management

Communication Skills

Problem Solving

Team Collaboration

Retail Operations

Conflict Resolution

### EXPERIENCE

#### Customer Service Representative

ValueMart 📅 January 2024 - Present 📍 Chicago, IL

In this role, provide exceptional service to customers while processing transactions accurately and securely. Collaborate closely with the team to maintain an organized store environment.

- Assist customers with inquiries, providing product recommendations that enhance their shopping experiences.
- Manage cash register operations effectively, ensuring secure handling of transactions.
- Partner with colleagues to restock and organize merchandise to present an appealing store layout.
- Adhere to cleanliness standards through regular cleaning and organizing across departments.

#### Sales Associate

ShopSmart 📅 June 2022 - December 2023 📍 Naperville, IL

Actively contributed as a sales associate focusing on customer engagement and inventory management. Promoted excellent service while maintaining store operations.

- Assisted customers with product selections, enhancing shopping experiences through effective communication.
- Handled cash register operations, maintaining accuracy during financial transactions.
- Supported inventory replenishment efforts, ensuring products were readily available on the shelves.
- Maintained store cleanliness, contributing to a welcoming atmosphere for all shoppers.

### LEADERSHIP & AWARDS

- Certified Customer Service Professional (CCSP), 2023
- Employee of the Month at ValueMart for outstanding customer feedback on service, October 2024

### EDUCATION

#### Associate of Arts in Business

Chicago Community College 🎓 GPA: 3.8 📅 2022 📍 Chicago, IL

**Coursework:** Business Communication, Marketing Principles, Accounting Fundamentals, Organizational Behavior

### CERTIFICATIONS

- Certified Customer Service Professional (CCSP) 📅 2023
- First Aid and CPR Certification 📅 2023

### TECHNICAL SKILLS

- Cash Register Systems:** Square, QuickBooks, Clover
- Merchandising Tools:** Visual Merchandising Best Practices, Planograms, Seasonal Display Setup
- Communication Tools:** Email, Telephone, In-Person Engagement

Time Management Detail-Oriented  
Product Knowledge Adaptability  
Sales Techniques  
Store Merchandising  
Training and Development

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



- Customer Service Representative at ValueMart (2.4 Years)
- Sales Associate at ShopSmart (1.5 Years)

- **Inventory Management Tools:** POS Systems, Inventory Tracking Software, Stock Auditing
- **Health and Safety Training:** First Aid Awareness, Spill Management Procedures, Emergency Response Protocols
- **Employee Development Programs:** Mentorship, Skill Workshops, Peer Reviews
- **Retail Analytics Software:** Salesforce, Microsoft Excel, Tableau
- **Organizational Strategies:** Task Prioritization, Efficient Workflow Designs, Project Coordination
- **Leadership Styles:** Coaching, Delegating, Motivational Techniques
- **Conflict Management Techniques:** Negotiation Skills, De-escalation Tactics, Problem-Solving Strategies

## PROFESSIONAL AFFILIATIONS

- Member of the National Retail Federation since 2021, engaging in industry learning.
- Volunteer at local food bank, assisting with community outreach and event support.

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST