



Callie Roberts

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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.

EXPERIENCE

Customer Service Representative January 2024 - Present
ValueMart 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 June 2022 - December 2023
ShopSmart 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 2022
Chicago Community College GPA: 3.8 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
- **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

SKILLS

- Customer Service Excellence
- Cash Handling
- Inventory Management
- Communication Skills
- Problem Solving
- Team Collaboration
- Retail Operations
- Conflict Resolution
- Time Management
- Detail-Oriented
- Product Knowledge
- Adaptability
- Sales Techniques
- Store Merchandising
- Training and Development

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.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST