

Jaxon Beltran

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SUMMARY

Dedicated retail professional with over 2 years of experience in customer service and sales within the apparel industry. Recognized for consistently exceeding sales targets while building strong customer relationships through exceptional service. Proven ability to thrive in fast-paced environments while maintaining high standards of operational excellence. Committed to leveraging product knowledge and CRM tools to enhance customer experiences while driving business growth through effective strategies and personal engagement, all aimed at delivering memorable shopping moments and securing repeat business.

EXPERIENCE

Retail Sales Associate January 2025 - Present
Aspire Apparel Co. *Denver, CO*

Worked as a Retail Sales Associate focused on achieving sales goals while enhancing customer experiences at Aspire Apparel Co. Supported daily operations through service excellence and comprehensive product knowledge.

- Achieved personal sales targets consistently, contributing to a significant increase in store revenue during the last quarter.
- Cultivated a positive store atmosphere through teamwork and effective communication with management and peers, enhancing overall morale.
- Participated in all store meetings and product knowledge sessions, strengthening team performance while improving service delivery.
- Contributed actively to Net Promoter Score (NPS) metrics by implementing customer feedback strategies that drove measurable improvements.
- Enhanced Units per Transaction (UPT) by proactively introducing new and strategic product categories to customers.
- Developed long-term customer loyalty through personalized follow-ups and engaging interactions post-purchase.

Sales Associate June 2024 - December 2024
Elite Fashion Group *Denver, CO*

Served as a Sales Associate at Elite Fashion Group, focusing on luxury apparel and building sophisticated client relationships.

- Collaborated with the sales team to achieve set sales goals through targeted upselling and promotions, leading to notable increases in average transaction values.
- Established enduring relationships with high-end clientele by providing tailored services, fostering trust and brand loyalty.
- Managed Point of Sale (POS) transactions, ensuring accuracy and adherence to company standards to minimize discrepancies.
- Partnered with the visual merchandising team to maintain attractive displays, elevating customer interest and driving footfall.
- Resolved customer inquiries efficiently, enhancing overall satisfaction and reaffirming brand commitment.
- Engaged in ongoing training initiatives focused on product knowledge and refined sales techniques, directly benefiting service delivery.

LEADERSHIP & AWARDS

- Recognized as Employee of the Month for outstanding sales performance during the holiday season.
- Received Customer Service Excellence award for consistently positive customer feedback and engagement.

EDUCATION

Bachelor's Degree in Business Administration 2026
University of Colorado Denver GPA: 3.5 *Denver, CO*

Coursework: Marketing, Management, Accounting, Finance

CERTIFICATIONS

- Certified Retail Professional 📅 2025
- Customer Service Certification 📅 2025

TECHNICAL SKILLS

- CRM Tools:** Salesforce, HubSpot, Microsoft Dynamics
- Office Software:** Microsoft Word, Microsoft Excel, Google Docs
- Sales Analytics:** Google Analytics, Tableau, Power BI
- Customer Engagement:** Net Promoter Score, Customer Surveys, Feedback Analysis
- Retail Operations:** Merchandise Displays, Store Layouts, Inventory Control
- Payment Solutions:** Mobile Payments, Credit Processing, Point of Sale Systems
- Communication Tools:** Slack, Zoom, Microsoft Teams
- Training & Development:** Onboarding Programs, Skill Workshops, Peer Mentoring

- **Team Performance Metrics:** Conversion Rates, Average Transaction Value, Customer Retention Rates
- **Visual Merchandising Techniques:** Color Theory, Display Fixtures, Customer Experience Design

SKILLS

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|------------------------------------|---------------------------|------------------------------------|--------------------------|
| • Customer Relationship Management | • Effective Communication | • Customer Satisfaction Strategies | • Market Trend Awareness |
| • Sales Techniques | • Visual Merchandising | • Upselling Techniques | • Networking Skills |
| • Microsoft Office Suite | • Point of Sale Systems | • Product Knowledge Enhancement | • Conflict Resolution |
| • Time Management | • Team Management | • Inventory Management | |

PROFESSIONAL AFFILIATIONS

- Member of the Retail Professionals Network.
- Active participant in local charity events promoting community engagement.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST