

# Ngoc Ballard

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## SUMMARY

Dynamic retail associate with a passion for children's products and proven ability to create exceptional shopping experiences. Expertise in fostering customer relationships and maintaining visual merchandising standards bolsters brand loyalty. Strong communication enables effective collaboration with teams to achieve sales goals and enhance store performance. Committed to resolving issues swiftly, ensuring every customer leaves satisfied. Recognized for dependability and flexibility, demonstrating adaptability in fast-paced environments. Excited about contributing further at Carter's by driving results and supporting management initiatives.

## EXPERIENCE

### Sales Associate

June 2025 - Present

Sunny Days Apparel

Chicago, IL

Currently enhancing customer satisfaction through exceptional service and effective issue resolution. Skilled in accurately processing transactions and maintaining store standards to ensure an inviting atmosphere. Collaborates with management on achieving sales targets and reducing product loss for maximized profitability.

- Delivered outstanding customer support, addressing inquiries and efficiently resolving challenges, boosting satisfaction.
- Executed visual merchandising strategies, effectively presenting products and creating a welcoming shopping experience.
- Accurately processed sales transactions, prioritizing price integrity and minimizing errors during point-of-sale operations.
- Partnered with management to meet daily sales goals while implementing inventory controls that deter product loss.
- Played a vital role in training newcomers, sharing expertise in customer service practices that fostered teamwork.
- Participated actively in promotional events, encouraging engagement and cultivating lasting customer relationships.

### Sales Associate

January 2024 - May 2025

Little Ones Boutique

Chicago, IL

Focused on establishing strong customer relationships while assisting with inventory management and store organization. Contributed significantly to maintaining optimal merchandising standards and supporting various store initiatives aimed at improving customer retention.

- Built rapport with customers through personalized interactions, resulting in strengthened ties and repeat business.
- Supported inventory operations by processing incoming shipments, organizing merchandise efficiently on displays.
- Engaged customers by delivering insightful product knowledge, facilitating informed purchasing decisions consistently.
- Assisted visual merchandising initiatives to uphold cohesive brand identity across different product lines.
- Demonstrated adaptability in work hours, adjusting schedules to suit rapid business demands smoothly.
- Initiated process improvements that positively impacted overall customer shopping journeys through effective service methodologies.

## LEADERSHIP & AWARDS

- Outstanding Customer Service Recognition, Sunny Days Apparel, 2025
- Dean's List, Lincoln High School, 2022

## EDUCATION

### High School Diploma

2023

Lincoln High School GPA: 3.8

Chicago, IL

**Coursework:** None, None, None, None

## CERTIFICATIONS

- Customer Service Excellence Certification 📅 2024
- Retail Management Certificate 📅 2025

## TECHNICAL SKILLS

- **Cash Register Systems:** Square, Clover, Vend
- **Point of Sale Software:** Shopify, Lightspeed, Harbortouch
- **Inventory Management Tools:** Fishbowl, Unleashed, Stitch Labs
- **Communication Tools:** Slack, Microsoft Teams, Zoom

- **Customer Relationship Management:** Salesforce, HubSpot, Zoho CRM
- **E-commerce Platforms:** eBay, Amazon, Etsy
- **Visual Merchandising Tools:** Canva, Adobe Spark, MockShop
- **Microsoft Office Suite:** Word, Excel, PowerPoint
- **Promotional Campaigns:** Social Media Ads, Email Marketing, In-store Promotions
- **Time Management Software:** Toggl, Clockify, RescueTime

**SKILLS**

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|------------------------|----------------------|--------------------------|------------------------|
| • Customer Service     | • Communication      | • Responsive Feedback    | • Sales Execution      |
| • Retail Management    | • Team Collaboration | • Product Knowledge      | • Brand Loyalty        |
| • Visual Merchandising | • Adaptability       | • Scheduling Flexibility | • Transaction Accuracy |
| • Inventory Management | • Problem Solving    | • Engagement Strategies  |                        |

**PROFESSIONAL AFFILIATIONS**

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- Member of the Retail Marketing Club, Lincoln High School
- Volunteer for Children's Clothing Drive, 2023

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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

**REFERENCES**

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AVAILABLE ON REQUEST