



Brayden Horn

Sales Associate

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SUMMARY

Driven retail professional with over one year in management and customer service. Proven ability to enhance team performance through effective training and development initiatives. Focused on optimizing store operations, boosting sales, and fostering a welcoming environment. Passionate about delivering outstanding customer experiences and creating strong relationships. Aims to contribute expertise in an expanding organization dedicated to excellence and teamwork. Strong organizational instincts paired with attention to detail ensure smooth store operations. Excited about supporting a vibrant retail atmosphere that values customers and staff alike.

EDUCATION

Associate of Arts in Business Management

City College 🎓 GPA: 3.5 📅 2026 📍 Chicago, IL

Coursework: Retail Management, Consumer Behavior, Marketing Strategy, Business Ethics

TECHNICAL SKILLS

- **Point of Sale Systems:** Square, Clover, Shopify
- **Inventory Management Software:** Fishbowl, Lightspeed, Vend
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho
- **Social Media Platforms:** Facebook, Instagram, TikTok
- **E-Commerce Technologies:** Amazon, eBay, Etsy
- **Marketing Tools:** Google Ads, Mailchimp, Hootsuite
- **Scheduling Software:** HotSchedules, Deputy, When I Work
- **Data Analysis Tools:** Excel, Google Analytics, Tableau
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Operational Standards:** OSHA Guidelines, Safety Protocols, Store Policies

EXPERIENCE

Sales Associate

Retail Innovations 📅 June 2025 - Present 📍 Chicago, IL

Led daily store activities focused on sales, inventory control, and staff development. Collaborated with management to build high-performing teams while enhancing product presentation. Contributed towards strategic planning for marketing initiatives aimed at increasing customer engagement.

- Trained new hires across various roles, creating a supportive environment that enhanced customer service efficiency.
- Played a key role in merchandising efforts, directly contributing to increased product visibility and sales during peak shopping periods.
- Engaged with customers regularly, fostering loyalty through exceptional service and deep product knowledge.
- Assisted management in overseeing inventory, ensuring stock replenishment aligned with sales forecasts and reducing loss through organized practices.
- Scheduled shifts strategically during busy hours, optimizing store coverage and minimizing downtime.
- Received positive feedback regularly from customers regarding service quality and product knowledge.

Retail Assistant

Fashion Hub 📅 January 2025 - May 2025 📍 Aurora, IL

STRENGTHS

👥 Team Development

Fostered growth in staff by implementing a hands-on approach during the training process; team members appreciated this support.

💬 Customer Engagement

Cultivated strong relationships with regular customers; being approachable led to returning clients who celebrated personal interactions.

🔄 Organizational Skills

Planned and executed efficient workflows that streamlined checkout processes; colleagues noted a smoother operation during peak times.

🗣️ Communication Abilities

Effectively articulated store policies and promotions, frequently bridging gaps between management and team members to maintain cohesion.

🔍 Detail-Oriented Mindset

Designed meticulous merchandising displays that garnered management praise; details mattered most for achieving aesthetic appeal.

SKILLS

Retail Management

Customer Service

Staff Training

Inventory Control

Time Management

Interpersonal Skills

Merchandising

Sales Techniques

Conflict Resolution

Problem Solving Task Prioritization

Team Building

Process Improvement

Visual Merchandising

Store Operations

English Native

Spanish Proficient

A donut chart with a light blue background and a white center. The text "1.5 YEARS" is displayed in the center. The chart is divided into two segments: a larger light blue segment and a smaller white segment.

- Sales Associate at Retail Innovations (1.2 Years)
- Retail Assistant at Fashion Hub (4 Months)

- Promoted a friendly and engaging atmosphere by assisting customers promptly and effectively.
- Enhanced team cohesion by mentoring less experienced staff members and encouraging skill development.
- Organized stock levels and maintained visual merchandising standards to support a pleasing shopping experience.
- Collaborated with team members on promotional events, which drew more foot traffic into the store.
- Implemented changes based on customer feedback, adapting product placements and improving overall satisfaction.
- Computed daily sales metrics, providing constructive insights that drove operational improvements.

- Customer Service Excellence Recognition, 2025
- Employee of the Month, February 2026

- Customer Service Excellence Certification 📅 2025
- Retail Management Certification 📅 2026

- Member of the National Retail Federation
- Volunteer at Local Food Pantry

REFERENCES

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