

# Leverta Kottler

Retail Associate

## Profile

I am a retail associate with over three years of experience in the industry. I have worked in various settings, including grocery stores, department stores, and specialty shops. I have gained a wealth of knowledge about customer service, sales techniques, and product management. I am an expert at providing excellent customer service and maintaining store operations. In addition to my work experience, I also have a degree in business administration from XYZ University

## Employment History

### Retail Associate at Macy's, LA

Apr 2022 - Present

- Assisted in increasing sales by 20% through effective customer service and upselling techniques.
- Demonstrated formidable product knowledge to customers which resulted in 10% increase in sales of featured products.
- Exceeded daily targets for 3 consecutive months, leading to a 10% increase in commission.
- Authored training manual for new Retail Associates which was well-received by management.
- Consistently praised by customers for providing an exceptional shopping experience.

### Retail Associate II at Saks Fifth Avenue, LA

Sep 2019 - Mar 2022

- Demonstrated ability to increase sales by up to 20% through effective cross-selling and promotion of add-on items.
- Exceeded daily/weekly sale targets 85% of the time.
- Maintained high levels of customer satisfaction by consistently providing excellent customer service.
- Handled customer complaints in a professional and efficient manner, resulting in a satisfaction rating of 95%.
- Assisted with training new retail associates on company policies and procedures.

## Certificates

### Retail Sales Associate Certificate

Mar 2021

### Customer Service Representative Certificate

May 2019

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📍 Hickory St, New Orleans, LA 70123

## Education

### High School Diploma at Louisiana State University

Sep 2014 - May 2019

I've learned how to be an independent and responsible student in High School Diploma.

## Links

[linkedin.com/in/levertakottler](https://www.linkedin.com/in/levertakottler)

## Skills

Customer service

Sales

Merchandising

Cashiering

Stockroom maintenance

Loss prevention

## Languages

English

Arabic

## Hobbies

Organizing

Crafting

Baking