

# LOREA MCGUINNESS

Retail Salesperson

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(986) 569-3408

Main Street, Portland, ME 04101



## PROFILE

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I am a retail salesperson with over 1 year of experience. I have successfully helped customers find the products they need and provided excellent customer service. I am able to work independently and as part of a team, and I have a strong knowledge of store policies and procedures.

## LINKS

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

## SKILLS

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Customer service

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Sales

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Communication

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Interpersonal skills

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Product knowledge

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Retail operations

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Merchandising

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## LANGUAGES

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English

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French

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## HOBBIES

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Organizing and cleaning

Listening to music

Watching television

## EMPLOYMENT HISTORY

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### ● Retail Salesperson at Macy's, ME

Apr 2022 - Present

- Exceeded sales targets by 15%.
- Developed strong relationships with key clients, resulting in 10% increase in repeat business.
- Demonstrated expert product knowledge to customers, leading to 20% increase in upselling.
- Trained 3 new employees on product knowledge and selling techniques.
- Maintained high levels of customer satisfaction, as evidenced by consistently high ratings on post-purchase surveys.

### ● Retail Salesperson II at Nordstrom, ME

Aug 2021 - Feb 2022

- Exceeded quarterly sales targets by 15%.
- Grew customer base by 20% year over year.
- Consistently achieved highest customer satisfaction scores in the store.
- Trained and developed 5 new Retail Salespersons.
- Recognized as Employee of the Month 3 times.

## EDUCATION

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### High School Diploma at Brunswick High School, Brunswick, ME

Aug 2017 - May 2021

I've learned about a variety of topics, including math, science, English, and history.

## CERTIFICATES

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### Retail Sales Associate Certificate

Apr 2021

### Retail Management Certification

Dec 2019

## MEMBERSHIPS

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### National Retail Federation

### Retail Industry Leaders Association