

ALEXAH ALVINEDA

alexahalvineda@icloud.com

7138205940

Katy, TX 77493

SUMMARY

Hardworking Sales Associate committed to driving high sales in both slow and busy shifts. Organized and patient individual polished in handling customer complaints and replenishing stock. Flexible and outgoing team player commended for demonstrating honesty and integrity with customers, team members and supervisors. Engaging Sales Associate committed to providing outstanding customer service and maximizing sales. Focused on team support and customer relationship building. Persuasive and friendly individual poised to consistently exceed performance standards and sales targets. Customer-focused Retail Associate with solid understanding of retail dynamics and customer service standards. Experienced providing quality product recommendations and solutions to meet customer needs and exceed expectations. Committed to executing sales, service and customer experience initiatives driving strong sales.

SKILLS

- Customer Needs Assessment
- Promotional Support
- Inventory Control
- Product Sales
- Upselling
- Sales Development
- Energetic Self-Starter
- Multi-Tasking Strength
- Sales Strategies

EXPERIENCE

SALES ASSOCIATE | 03/2023 to Current **Sunglass Hut - San Marcos, TX**

- Helped customers find specific products, answered questions, and offered product advice.
- Greeted customers and provided exceptional customer service.
- Engaged customers in friendly, professional dialogue to determine needs.
- Performed cashier duties such as accepting payments, issuing receipts and counting money back change.
- Handled customer complaints in a professional manner.
- Answered incoming telephone calls to provide store, products and services information.
- Worked with fellow sales team members to achieve group targets.
- Assisted customers with product selection, sizing and styling.
- Developed trusting relationships with customers by making personal connections.

CASHIER | 06/2020 to Current **Delicious Donuts - Houston, TX**

- Operated cash register efficiently and accurately, processed payments by cash, check, credit card, gift card or automatic debit.
- Greeted customers and answered any questions they had about the store's products and services.
- Performed other duties as assigned by management.
- Maintained cleanliness of checkout area including countertops, registers, windowsills and floors.
- Answered customer questions and provided store information.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Worked closely with front-end staff to assist customers.
- Boosted customer satisfaction levels by going extra mile to personalize service for each customer.

COACH | 03/2022 to 03/2023

Albion Soccer Club - Houston, TX

- Mentored and encouraged youth to develop strong work ethic by being positive role model and regularly practicing skills.
- Established professional relationships with team members and coaches.
- Created culture of good sportsmanship, cooperation and responsibility among athletes and coaching staff.
- Organized and implemented training sessions, drills and exercises to improve technique, agility and strength.
- Encouraged players with positive reinforcement during game play or practice sessions.
- Provided guidance to participants in order to help them develop their skills and achieve desired goals.
- Communicated effectively with parents, administrators, officials, media personnel and other coaches regarding team activities or concerns.
- Instructed players on proper techniques, strategies, rules and regulations of the sport.
- Mentored team members in order to build confidence and foster a supportive environment.
- Communicated rules and expectations to student athletes and performed necessary corrective actions.
- Established appropriate disciplinary actions when necessary according to established policies.
- Observed practices and games in order to evaluate player performance levels and provide feedback.

EDUCATION AND
TRAINING

Texas State University - San Marcos, TX

Bachelor of Arts

Public Relations, Advertising, and Applied Communication

ACTIVITIES AND
HONORS

- Alpha Xi Delta sorority 2022-2023

LANGUAGES

Spanish:



Professional