

MALIA FULBRIGHT

Retail Customer Service Clerk

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📍 Clark, NJ

🌐 [LinkedIn](#)

WORK EXPERIENCE

Retail Customer Service Associate

Target

📅 July 2022 - current

📍 Clark, NJ

- Handled customer inquiries and quickly resolved issues in the second most highly trafficked Target stores in the nation
- Managed returns for customers and **exceeded the target customer satisfaction rate of 92%**
- Exceeded sales targets by over 18% via proactive product recommendations
- Interacted with 125+ customers during an average shift, surpassing targets by 20% and ensuring customer satisfaction
- Led on-boarding for 14 new retail customer service associates by maintaining detailed process logs of procedures

Retail Associate

Macy's

📅 July 2021 - July 2022

📍 Rahway, NJ

- Resolved 96% of customer questions or issues with a compassionate and empathetic approach
- Re-stocked inventory, and updated back-end systems as inventory was re-stocked, reducing instances of error by 10%
- **Exceeded sales targets by 12%** by maintaining a robust knowledge of the inventory and assessing customer needs
- Assisted customers in locating products, making returns, and processing payments and gift cards
- Awarded Retail Associate of the Quarter in 2017's third quarter

CAREER OBJECTIVE

Experienced retail customer service associate with 1+ years of extensive background in working with high-volume customer interactions while maintaining customer satisfaction. Looking to utilize my skillset for a quickly growing retail brand like Lidl.

EDUCATION

Diploma

[Arthur L Johnson High School](#)

📅 2017 - 2021

📍 Clark, NJ

SKILLS

- Compassionate
- Inquisitive
- Detail-oriented
- Microsoft Excel
- Problem-solving
- Data Analysis

Retail Customer Service Skills Resume

Rachel Sandford



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diagrams created to represent attributes as well as entities and relationships may be called entity attribute relationship diagrams rather than entity relationship models an er model is typically implemented as a database in a simple relational database implementation each row of a table represents one instance of an entity type and each

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what is an entity relationship diagram erd erd stands for entity relationship diagram people also call these types of diagrams er diagrams and entity relationship models an erd visualizes the relationships between entities like people things or concepts in a database an erd will also often visualize the attributes of these entities

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an entity relationship diagram shows a simple database for the business order process the entity relationship diagram shown in the above image contains six entities supplier customer order item product and shipment there are five kinds of relationship such as supplied by requested on used in included on and sent by

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