

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

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