



Martha Morgan

Retail Associate

A dynamic professional with a Bachelor in Business Administration (Finance). Adept at customer service, store maintenance, and cash transactions. Proven track record of exceptional service and strategic back-stock reduction.

CONTACT



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LinkedIn | Portfolio



City, ST 12345

EDUCATION

Bachelor of Business Administration
(Finance)
University of Arizona, Tucson, AZ
May 2019

PROFESSIONAL EXPERIENCE

- Retail Associate, JCPenney, Phoenix, AZ**
June 2023 – Present
 - Exceeded customer-service goals by resolving inquiries quickly, boosting positive reviews
 - Optimized sales-floor layouts per corporate standards, improving appearance ratings
 - Managed daily cash and credit transactions with 100% accuracy
 - Trained two new hires on point-of-sale procedures, reducing onboarding time by 30%
- Customer Service Representative, Amazon, Tucson, AZ**
January 2022 – May 2023
 - Resolved customer issues promptly, raising satisfaction by 15%
 - Streamlined inventory management, cutting back-stock by 30% in 90 days
 - Handled returns and refunds in compliance with company policy
 - Prepared weekly reports on common customer concerns, informing process updates