

Visual Merchandiser

City, State | LinkedIn | Email

Professional Summary

Organized and Innovative sales associate with 7 years of experience in customer service and assisting the visual merchandising teams during seasonal floor set. Skilled in maximizing sales by 20% and creating a great shopping experience for customers through visual standards to increase customer retention. Eager to bring my creativity, background in fashion studies, and knowledge of current trends to your team.

Work History

Administrative clerk

Oct 2018 - Feb 2022

-Worked closely with the department manager, team, and cross-function department in the central office by clearing tuberculosis tests, fingerprints, background checks, and Covid vaccines to ensure the safety of local students and faculty.

- Assured student readiness for the new academic year by managing 30-100 daily telephone and email communications with parents regarding remote learning, student internet access, and school bus transportation issues.
- Orchestrated annual back-to-school events for 10 schools, engaging over 1,000 parents, students, and community stakeholders to foster community awareness and support for student learning.
- Managed remote learning logistics for over X students by communicating daily with parents, resolving complex issues, and ensuring 100% student preparedness for the new academic year on time.
- Analyzed data on student performance, attendance, and other key metrics to help inform school decisions and strategies.
- Streamlined daily database operations, processing over 1,000 fingerprints, tuberculosis test results, and volunteer approvals via Google Sheets, thereby fostering community engagement and enhancing student learning experiences.

Topshop Topman

Oct 2015 – Oct 2018

Customer Liaison

-Acknowledged by management and visual team for fast recovery and excellent visual standards.
-Assisted in launch and stock for Kylie Cosmetics, Ivy Park, Quay Sunglasses, and SkinnyDip accessories.

- Communicated with 100-300 customers face-to-face on the sales floor to build customer relationships to increase customer satisfaction.
- Oversaw the shoe department by replacing signage, placing proper shoes on display, unboxing shoes, and organizing the stock room to create a great customer experience and drive sales by 12%.
- Partnered with the visual merchandising team during 10+overnight floorsets to help create new floor plans and stock new products, install and remove store fixtures, style mannequins, and switch out signage to boost revenue by 20%
- Trained and mentored a team of 5 sales associates on visual merchandising standards, resulting in a 17% improvement in overall store appearance.
- Organized accessory stockroom by unboxing inventory, restocking, replenishing, and placing tags

and labels on accessories to generate sales by 14%.

Forever 21

Sales Advisor

Sep 2012 – Oct 2015

- Awarded Employee of the Month Sept 2013 after a year of employment at the company.
- Awarded Best Visual Standards in November 2013 after a year of working at the company.
 - Engaged with 50-80 customers on the sales floor and attained inventory while addressing customer issues to boost customer retention and personalized customer experience.
 - Executed excellent visual standards of the department to appeal to the target market by tucking tags, picking up clothes from the floor, and reorganizing display tables to increase customer retention.
 - Collaborated with fellow sales advisors and visual merchandise team to create visually stunning store layouts during that increased foot traffic by 15% and average transaction size by 10%.
 - Joined the store team to regularly assess and improve garment presentation, leading to a 10% decrease in customer returns due to dissatisfaction with product appearance.

Education



May, 2021

B.A. Fashion Design

Skills

- Product Display
- Brand Promotion
- KPIs
- Department Maintenance
- Creativity
- Customer Service
- Stockroom Organization
- Garment Fitting
- Inventory Management
- Cross-functional team
- Detail Oriented
- Trend Awareness
- Mannequin styling
- Fixture Assembly
- Interpersonal skills
- Presentation Skills

