

Kali A. Massey

11130 Otsego St North Hollywood, CA 91601
Cell: 323-594-5763: armanilee92@gmail.com

Objective

I am seeking a position that entitles to retail, and/or PA work. By doing that, it will help me seek out more knowledge in my field of study and achieve to a better and improved perfection within my desire career in the fashion industry.

Skills

Photoshop CC
Word Processing (Word, Excel, Power point)
Typing 45+ wpm
Customer service skills
Planning/Organizational skills

Work Experience

Retail Sales Associate

June 2016 – Current

T-Mobile – North Hollywood, CA

- Assist customers with service activations, changes and bill payments, responding to billing inquire equipment replacement, selling accessories and processing price plan changes and upgrades.
- Assist in maintaining store appearance, inventory counts and merchandising standards.
- Build customers' confidence by making their experience comfortable, simple and solving their issues.
- Engages in service selling and right fitting the customer with the appropriate total technology solution.
- Exceed monthly revenue goals through acquiring new customer accounts

Lead Sales Advisor

August 2013 – December 2015

H&M – Overland Park, KS

- Dress mannequin's according to department book concepts
- Ensure promotions are accurate and in compliance with company standards
- Handle proper procedure for all returned items
- Float cash drawers during morning audit, and count safe at night and complete necessary paperwork
- Assist with filling out necessary paperwork for bank deposits, and truck shipments
- Run daily sales report for dept.
- Run BOD and EOD report

Electronic Sales Associate

November 2011 - May 2013

Wal-Mart- Roeland Park, KS

- Monitor electronic logs by logging in laptops, games consoles, computer, TV's, etc. and checking daily.
- Ensured superior customer experience by assisting customers purchasing products, and addressing customer's concerns.
- Assist with new cellphone activation, and wireless contracts for new customers, and upgrades for existing customers.
- Properly display sales ads, and TV display.
- Complete sales transactions via cash, check, and automatic debit/credit.

Educational

Art Institute of California – Hollywood
Fashion Marketing and Management
May 2015 - Present

F.L. Schlagle High School
General Education – High School Diploma
Graduated: May 2010

References available upon request