

# Kali A. Massey

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## **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