

# Kenny McKinney

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## PROFILE

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- Self-motivated, reliable luxury sales consultant with ten years experience in retail. Proficient in outstanding customer service and leadership skills. Business-driven professional, offering proven track record in business development, operations, marketing, and sales.
- Works well both independently and in a team environment. Focused on quality, detail, customer satisfaction, productivity, the bottom line and solid, measurable results.
- Approach to problem solving utilizes traditional and non-traditional methods. Creative thinker who enlists all available resources to achieve success.
- Articulate and persuasive communicator, with a demonstrated ability to establish and cultivate business relationships at all levels. Reputation for being versatile, conscientious and diligent. Able to prioritize and manage multiple tasks to meet critical deadlines.

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## PROFESSIONAL EXPERIENCE

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### **Vertu, Beverly Hills, California**

**2016-Present**

***Senior Sales Consultant***

- Spearhead client sales through effective clientelling strategies. Consistently provide courteous and professional guest services representing the brand in a positive manner.
- Lead local marketing and networking initiatives within the Beverly Hills community. Network with hotel managers to increase business.
- Initiate, coordinate and set up events working within a budget, achieving profitable results for Vertu.
- Maintain proper stock levels and inventory management analyzing sales results. Set up protocols and procedures. Capitalize on merchandising and store appearance by implementing Clear Visual Concepts (CVC) systems to each showcase.
- Continually expanding knowledge of luxury, technology, and new designs.

### **At&t Mobility, Beverly Hills, California**

**2007-2016**

***Retail Sales Consultant***

- Maintained a consistent record of success in sales and service.
- 2x Annual Highest Willingness to Recommend Ranking-West Region, 4x Gold Winner for Quarterly Awards in Sales, At&t Executive Appreciation Award- Customer Service recipient.
- Fostered a high level of housekeeping and cleanliness. Performed repairs and technical troubleshooting.

### **Best Buy, Portland, Oregon**

**2006-2007**

***Sales Associate / KeyHolder***

- Maintained a consistent record of success in sales and service.

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## EDUCATION & CERTIFICATES

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- Vertu customer service training, Church Crookham, U.K. Diploma for troubleshooting, repairs, and training in phone, jewelry and leather goods.
- Mt. Hood Community College, Troutdale, Oregon, 2008



**Cashier Test**

**Score** / 15

AB 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

91% 6) What is the current sales tax rate in your city \_\_\_\_\_?

C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?  $\$21 + \$14.50$

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

**Cashier Test**

**Score** / 15

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Government ID or Drivers License Not expired

15) How many \$20 bills are in a bank band? I really dont know, 20?