

# TATIANNA NICOLE IMANDT

San Jose, CA | tatiannaim@learningct.org | 408-885-8080

**Objective:** To provide best-in-class customer experience and service, while enthusiastically promoting the San Jose Sharks brand.

## **Skills and Abilities:**

- Outstanding, friendly and outgoing personality
- Positive attitude and professional appearance
- Experience with POS systems and running financial transactions
- Excellent ability to promote and upsell featured products
- Ability to adapt and work in a fast-paced environment
- Strong written and verbal communication skills
- Strong work ethic
- Experience in retail and service-oriented positions
- Dependable and flexible
- Intermediate level of PC knowledge and experience using MS Word, email, Google applications, and various web browsers

## **Work Experience:**

### Vans Outlet, Gilroy, CA - Sales Associate

- Provided excellent customer service to maximize customer loyalty, worked with the store team to achieve store objectives and sales results, maintained a positive attitude and flexibility to the changing needs of customers;
- Ensured product was available to customers; adhered to policies and procedures, standards and practices.

### Pacsun Outlet, Gilroy, CA - Sales Associate

- Designed creative and attractive window displays to draw potential customers.
- Stocked merchandise, replenished inventory,
- provided customer service

### Converse Outlet, Gilroy, CA - Sales Associate

- Took initiative to create handcrafted sales postings.
- Operated POS system and handled financial transactions, meet sales goals set by management, delivered customer service as needed, replenished inventory as necessary, and stocked merchandise.

## **Education:**

Anzar High School, San Juan Bautista, CA (Diploma, June 2008)