

SHEENA BOYD

CONTACT

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SKILLS

- Order Picking and Processing
- Logging Paperwork
- Navigation skills
- Customer Response

ADDITIONAL INFORMATION

- Board of Directors Member for Elementary and Middle School Booster Clubs (2017- Current)
- LAUSD Elementary and Middle School Volunteer (2013-Current)
- Abbot Kinney Festival Volunteer (2013-2019)
- Revlon Run/ Walk Volunteer (2003-2007)
- Brad Anderson Legacy Stock Award (2012)

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Hardworking employee enthusiastic about learning. Offers strong problem-solving abilities.

WORK HISTORY

Store Support Associate, 06/2022 to Current **Whole Foods Market - Culver City, CA**

- Used POS system to process sales and gift card activations.
- Greeted customers, helped locate merchandise and suggested suitable options.
- Answered questions about store policies and addressed customer concerns.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers
- Approached browsing customers to initiate conversations to determine buying preferences.
- Restocked and sales floor with current merchandise
- Complied with established procedures including Weights and Measures, health and sanitation

Merchandiser , 02/2022 to 09/2022 **American Greetings - Los Angeles, CA**

- Merchandise and maintained all product displays within the getting card department as well as other areas of the store
- Removed damaged, not-in-set and discontinued items from displays.
- Inspected merchandise for quality and arranged proper display location on floor.
- Monitored inventory levels and kept adequate stock in product displays on sales floor.
- Updated signage and pricing
- Conferred with store managers and other retail associates to obtain information about most profitable locations for product display

Delivery Carrier , 08/2020 to Current **DoorDash**

- Completed on-time deliveries via bicycle by choosing best and most efficient routes.
- Delivered packages to customer doorsteps and business offices with all safety precautions and care.
- Completed on-time deliveries by choosing best and most efficient routes.
- Contacted customers prior to delivery to confirm delivery times and or order

issues.

Verizon Sales Representative, 09/2015 to 04/2017

Best Buy

- Maximized business potential by providing excellent customer service.
- Connected customers with services based on individual needs and vendor capabilities.
- Drove new business by acquiring new clients and expanding new and existing relationships.
- Identified prospect needs and developed appropriate responses along with information on suitable products and services.
- Prepared pricing agreements and contracts to close sales.
- Exceeded sales goals, increased revenue and facilitated sales.
- Promoted high level of customer satisfaction using strong relationship-building skills, consistent follow-up and prompt issue resolution.
- Interacted with problematic accounts, helping to build lasting rapport and boosting revenue opportunities.
- Serviced existing accounts on regular basis to maximize revenue.
- Assisted clients throughout sales process and provided after-sales support to assess satisfaction and resolve problems.
- Used consultative sales approach to understand and meet customer needs.
- Helped customers navigate choices between services with support for questions such as terms, pricing and availability.
- Demonstrated products and specific features at customer locations and special events.

Inventory Representative , 09/2009 to 04/2017

Best Buy

- Kept documentation and records accurate and up-to-date with latest data to prevent errors in processing.
- Recorded adjustments and tracked discrepancies.
- Verified contents of inventory loads against Bills of Lading.
- Completed physical inventory counts each week.
- Recorded information, shortages and discrepancies to keep records current and accurate.

Customer Service Representative, 09/2009 to 03/2017

Best Buy

- Maintained customer satisfaction by addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Recommended products to customers, thoroughly explaining details.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Communicated with vendors regarding backorder availability, future inventory.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Promoted available products and services to customers during service, account management and order calls.

- Welcomed, greeted and assisted guests.
- Monitored cash drawers in multiple checkout stations.
- Educated customers about billing, payment processing and support policies and procedures.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Maintained up-to-date knowledge of product and service changes.
- Collected and returned unpurchased or returned items to correct shelf locations and arranged displays to promote sales.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Investigated and resolved customer inquiries and complaints quickly.
- Trained new personnel regarding company operations, policies and services.

Merchandiser, 01/2016 to 01/2018

Best Buy

- Monitored inventory levels and kept adequate stock in product displays on sales floor.
- Worked closely with vendors to acquire desired products maintain and support business.
- Updated pricing and signage to complete product displays and educate customers.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Answered customer questions regarding store merchandise, department information and pricing.
- Established strong vendor relationships to maintain.

EDUCATION

Associates In Sociology , 08/2007

Santa Monica College - Santa Monica, CA