



SENECA NETTLES

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 6789003094

 Augusta, GA 30906

PROFESSIONAL SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

SKILLS

- Managing Cash Register
- Technical Proficiency
- Inventory Demand Forecasting
- POS Terminal Operations
- Customer Transactions
- Product Knowledge

EDUCATION

Kenneth Shuler School of Cosmetology
Columbia, SC

Certificate : Cosmetology

WORK HISTORY

SP International - Manager

Augusta, Ga • 08/2020 - Current

- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Increased sales by driving operational efficiencies and building excellent customer rapport.
- Maintained positive customer relationships by responding quickly to customer service inquiries.
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Reconciled daily sales transactions to balance and log day-to-day revenue.

Y2 Enterprise, Inc - Retail Sales Associate

Augusta, Ga • 09/2017 - 08/2020

- Greeted customers and helped with product questions, selections and purchases.
- Maintained clean sales floor and straightened and faced

merchandise.

- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.
- Offered each customer top-notch, personal service to boost sales and customer satisfaction.
- Answered questions about store policies and addressed customer concerns.
- Used POS system to process sales, returns, online orders and gift card activations.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Trained new associates on cash register operations, conducting customer transactions and balancing drawer.

Third World Hair And Beauty Salon - Salon Associate

Augusta, Ga • 08/2016 - 09/2018

- Developed relationships with guests to meet client needs and encourage repeat service.
- Consistently kept reception area clean and tidy and maintained presence at desk area.
- Escorted clients to spa areas, treatment rooms and offices.
- Maintained client waiting area, ensuring that it was kept clean at all times.
- Increased customer engagement through social media.
- Monitored online presence of company's brand to engage with users and strengthen customer relationships.

LANGUAGES

Korean



Limited Working

Spanish



Elementary