

# akeira hayes

Bardstown, KY 40004

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Authorized to work in the US for any employer

## Work Experience

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### **Sales Associate**

TJ Maxx-Louisville, KY

June 2024 to Present

- Built and maintained strong relationships with customers, resulting in a high rate of repeat business and referrals
- Provided exceptional customer service, resolving inquiries and complaints promptly to ensure customer satisfaction
- Collaborated with team members to create visually appealing merchandise displays that increased foot traffic and sales
- Participated in regular training sessions to stay updated on product features, industry trends, and sales techniques
- Assisted in inventory management by conducting regular stock checks, restocking shelves, and placing orders as needed
- Contributed to the achievement of store goals by actively upselling products and suggesting complementary items
- Maintained a clean and organized work environment to enhance the shopping experience for customers
- Effectively communicated promotions, discounts, and special offers to customers at the point of sale
- Demonstrated excellent time management skills by efficiently handling multiple tasks simultaneously during busy periods
- Collaborated with cross-functional teams such as marketing and operations to implement promotional campaigns effectively
- Recognized as a top performer within the sales team for consistently meeting or exceeding sales quotas on a monthly basis

### **Seasonal Sales Associate**

Hot Topic-Louisville, KY

October 2023 to February 2024

- Provided exceptional customer service to ensure a positive shopping experience for customers during peak holiday seasons
- Assisted customers in finding the perfect gifts by providing product knowledge and recommendations based on their needs and preferences
- Maintained a clean and organized sales floor, ensuring merchandise was properly displayed and stocked at all times
- Processed cash, credit card, and mobile payments accurately using point-of-sale (POS) systems
- Collaborated with team members to set up promotional displays and effectively communicate current promotions to customers
- Handled customer inquiries, complaints, and returns professionally and efficiently to ensure customer satisfaction
- Participated in inventory management activities such as receiving shipments, restocking shelves, and conducting regular stock checks

- Contributed to achieving daily sales targets by actively monitoring store performance metrics and adjusting selling strategies accordingly
- Assisted in visual merchandising efforts including window displays, signage placement, and product arrangement to attract customer attention

### **Cashier/Customer Service**

Old school new york pizza-Louisville, KY

December 2022 to February 2023

- Assisted in the organization and execution of private events, ensuring exceptional service and customer satisfaction
- Collaborated with kitchen staff to ensure timely delivery of food orders to customers
- Provided recommendations on menu items based on customer preferences and dietary restrictions
- Maintained cleanliness of dining area by promptly clearing tables, sanitizing surfaces, and restocking supplies as needed
- Handled cash transactions accurately using POS system while maintaining a balanced cash drawer at the end of each shift
- Adhered to all food safety regulations to ensure the health and well-being of customers
- Communicated effectively with team members to coordinate table assignments for efficient seating arrangements
- Resolved customer complaints or concerns promptly and professionally to ensure a positive dining experience
- Managed inventory levels of supplies such as napkins, utensils, condiments etc. ensuring availability during peak hours
- Developed strong product knowledge including ingredients used in dishes allowing me provide detailed information about menu items
- Collaborated with kitchen staff regarding special requests or dietary restrictions to ensure accurate and timely preparation of meals
- Maintained knowledge of current promotions, specials, and menu changes to effectively communicate with customers
- Collaborated with team members to create a positive work environment focused on delivering excellent customer service

## Education

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### **High school in Education**

Thomas nelson county high school - Bardstown, KY

January 2025 to Present

## Skills

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- Math
- Food Service
- Inventory Control
- POS
- Marketing
- Kitchen Experience
- Retail Sales
- Cooking
- Merchandising

- Food Handling
- Food Safety