

K'Nyah Evanson

Customer Service Professional

African American, 20 years old

Customer Service Professional with 4 years of experience excelling in retail and guest services, known for enhancing customer satisfaction and driving sales. Leverages skills in inventory management, communication, and cash handling to maintain seamless operations and a welcoming environment. Passionate about fostering positive customer interactions and committed to continuous improvement and innovation in service delivery.

1319 To Lani Farm Rd, Stone Mountain, US, 30083

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Employment history

Store Customer Service

Oct 2024 - Present

Nordstrom at Atlanta, GA

- Address customer inquiries, resolve complaints, and maintain extensive product knowledge.
- Ensure customer satisfaction through attentive listening and clear communication.
- Adapt communication style to meet diverse customer needs, ensuring professional interactions.
- Manage multiple customer interactions simultaneously while maintaining accurate product knowledge and delivering precise, solution-focused assistance.

Sales Associate

Aug 2024 - Oct 2024

Nordstrom at Atlanta, GA

- Assisted 50+ customers daily, boosting satisfaction scores
- Increased daily sales by 10% through effective upselling
- Conducted stock checks to maintain inventory accuracy
- Streamlined sales process through effective product knowledge sharing and personalized customer consultations, improving overall store efficiency

Retail Merchandiser

Apr 2024 - Aug 2024

Sam's Club at Tucker, GA

- Enhanced product visibility through strategic display optimization, boosting sales.
- Managed inventory by restocking and organizing displays per store standards.
- Delivered exceptional customer service, addressing inquiries and special requests.
- Streamlined merchandising operations through strategic product placement and cross-departmental collaboration, enhancing store layout efficiency and customer flow

Member Frontline

Sep 2023 - Apr 2024

Sam's Club at Tucker, GA

- Manage cash transactions with precision, ensuring accurate operations and customer satisfaction.
- Provide exceptional customer service, fostering repeat business and positive feedback.
- Maintain clean, organized workspaces to create a welcoming customer environment.
- Streamlined checkout processes and resolved customer inquiries efficiently, while maintaining high standards of cash handling accuracy and security protocols.

Guest Services Representatives

Sep 2021 - Sep 2023

Stone Mountain Park at Stone Mountain, GA

- Guided guests for optimal park enjoyment, enhancing visitor satisfaction and engagement.
- Communicated timely updates on attractions, ensuring smooth experiences during weather changes.
- Addressed guest inquiries effectively, facilitating memorable visits and informed decisions.
- Mentored new team members on park protocols and guest interaction best practices, fostering a culture of service excellence.

Education

Fashion Design

2025 - Present

The Museum of Modern Art at New York City

High School Diploma

Sep 2018 - May 2022

Clarkston High School at Clarkston, GA

Skills

Customer Service

Expert

Cash Handling

Expert

Guest Relations

Expert

Sales

Expert

Communication

Expert

Inventory Management

Experienced

Bartending

Experienced

Front Desk

Experienced

Languages

English

Native

Links

[Fashion as Design Certificate](#)

[Modern Art and Ideas Certificate](#)

Additional information

Certifications

- Top performer award in the Sam's Club Credit Program of May 2024
- Award of excellence in the Sam's Club Credit Program of May 2024
- Fashion as Design (MoMA) - Credential ID: 7D18KO16ZZ2V
- Modern Art and Ideas (MoMA) - Credential ID: 6JB7K098G1NX

Courses

Fashion as Design

2025

The Museum of Modern Art (MoMA)

Modern Art and Ideas

2025

The Museum of Modern Art (MoMA)