

Farrah Shah
Palatine, IL 60067
847.925.6400
fshah@gmail.com

Summary

Customer-service oriented and resourceful professional with a passion for working in the fashion industry. Proven track record in merchandising, visual presentation and delivering positive experience to customers. Excellent communication and interpersonal skills. Strong Microsoft Office skills.

Education

Harper College, Palatine, IL
Associate in Applied Science: Fashion Merchandising Degree May 20xx

Experience

lululemon, Schaumburg, IL
Sales Associate / Key Holder 20xx to Present

- Recommend, select and help locate merchandise based on customer's need using strong customer service skills and sales protocol
- Maintain knowledge of sales, promotions and policies regarding payment and exchanges
- Assist with store security including checking bags, monitoring sales floor and fitting rooms
- Price, arrange and display merchandise to attract customers and promote sales
- Open and close registers, balance cash drawers, and make deposits
- Maintain records related to sales and develop client book

Macy's, Northbrook, IL
Practicum 20xx to 20xx

- Greeted customers and helped determine what customers needed
- Answered customer's questions regarding store and merchandise and explained use and care of merchandise to customer
- Restocked store following merchandising plan and helped maintain floor displays
- Maintained neatness of store by following store maintenance and housekeeping standards

Skills

Microsoft Word, Excel, Outlook and PowerPoint
Computerized Sales Tracking Systems
Strong Merchandising and Visual Skills

Activities

Harper College, Palatine, IL
Harper's Bizarre Fashion Club – President 20xx to 20xx
Student Activities Board