



Rocio Olivera

📍 Longchamps, 1854 Argentina

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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. Goal-oriented individual versed in greeting high-volume of customers and recommending merchandise based on individual requirements. Skilled at creating displays to promote higher sales, completing cash register transactions and maintaining accurate records of all transactions.

Skills

- Inventory Control
- Business Development
- Customer Needs Assessment
- Order Processing
- Upselling
- Client Account Management
- Guest Relations
- Money Transfer Systems
- Time Management
- Verbal/Written Communication

Work History

04.2018 - 03.2022

Sales Associate

Shork Shoes - Lomas De Zamora

- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Helped customers locate products and checked store system for merchandise at other sites.
- Prepared merchandise for sales floor by pricing or tagging.
- Rotated stock and restocked shelves to maintain product availability and store appearance.
- Managed returns, exchanges and refunds in accordance with store policy.
- Answered customer questions about sizing, accessories, and merchandise care.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Built customer loyalty and retention by delivering excellent shopping experiences.
- Created inviting environment for customers by maintaining store organization and cleanliness.

09.2016 - 02.2018

Sales Representative

Aloise S.A. - Lomas De Zamora

- Managed customer accounts to secure customer satisfaction and repeat business.
- Trained and mentored new sales representatives.
- Retained excellent client satisfaction ratings through outstanding service delivery.
- Developed and maintained comprehensive understanding of products, services and competitors to enhance sales presentations.
- Developed and implemented sales strategies to increase profits.
- Generated weekly and monthly reports on sales performance to provide recommendations to meet sales goals.
- Utilized CRM software to manage customer accounts and track performance metrics.

Education

12.2006

English Teacher , Education, ISFD 41 - Adrogué, Buenos Aires, Argentina

Bachelor's Degree, Arts, Design And Communication , E.E.M.N°3 Glew - Glew, Buenos Aires Argentina

Languages

English:

Bilingual or Proficient (C2)

French:

Beginner (A1)

Spanish:

Bilingual or Proficient (C2)

Italian:

Beginner (A1)