

NATALIE BENSON

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Professional Summary

A punctual, helpful Customer Service Representative with experience in the Retail Management industry focused on exceeding expectations and building customer loyalty. Flexible schedule and strong mathematical aptitude. Also, an experienced customer service management professional bringing 5 years in sales and support, with a strong background supporting building and retention of talented teams. Talented people motivator and problem solver.

Skills

- Customer service
- Customer rapport
- Operations
- Self-motivated
- Business development and planning
- Microsoft and PowerPoint adept
- Time Management
- Driving results
- Leadership
- Training and development
- Team building

Work History

Sales Lead

03/2018 to 10/2018

Ann Inc. – Sarasota, FL

- Administered performance reviews and held workshops to improve performance of team.
- Effectively coached team members to reach their weekly and monthly sales goals.
- Promoted exceptional customer service by engaging clients on the sales floor.
- Checked the store merchandise regularly to ensure that it was properly displayed and replenished.
- Worked jointly with team members to assist with closing sales, cross-selling and upselling of products and services.
- Delivered a high level of service to clients to both maintain and extend the relationships for future business opportunities.
- Motivated and trained employees to maximize team productivity.
- Analyzed strengths, weaknesses, opportunities, and threats to the business/ market to capture greater market share
- Oversaw Operational Management activities

Selling Supervisor

08/2017 to 03/2018

Victoria's Secret – Sarasota, FL

- Recruited, interviewed and hired talented individuals who would bring dynamic sales expertise to the organization.
- Greeted all customers with a smile and asked open-ended questions to ascertain their needs.
- Conducted ongoing staff development to help employees achieve growth within their job roles.
- Delivered a high level of service to clients to both maintain and extend the relationships for future business opportunities.
- Assigned employees to specific duties to best meet the needs of the store
- Trained and developed new associates on POS system and key sales tactics
- Built and Grew High performing teams
- Drove Operating Fundamentals

TAP Supervisor

05/2015 to 08/2017

Victoria's Secret – Sarasota, FL

- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures
- Continually improved knowledge, skills and performance based on feedback and self-identified professional developmental needs
- Trained and served as a peer coach for new sales associates
- Greeted customers and ascertained customers' needs
- Developed positive customer relationships through greetings and excellent service
- Created emotionally engaging customer experience
- Drove operating fundamentals

Education

Associate of Arts

2015

Saint Leo University - Saint Leo, FL

BBA: Management

2018

Saint Leo University - Saint Leo, FL

Additional Information

Adept knowledge in Microsoft, Adobe, and Mac applications.

Dean's List student

Management role for 5+ years.