

# Brendon Murphy

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## SUMMARY

Dynamic Sales Associate with a proven track record at Kohl's, excelling in customer engagement and upselling techniques. Leveraged promotional support and retail loss prevention skills to significantly enhance sales outcomes. Renowned for exceptional ability to train peers and elevate customer service standards, contributing to sustained revenue growth.

## EXPERIENCE

### Kohl's - Sales Associate

Virginia Beach, VA • 08/2022 - Current

- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Processed transactions using a point-of-sale system.
- Trained new team members in cash register operation, stock procedures, and customer services.
- Used technology resources to assist customers in locating and selecting items.
- Recommended, selected and located merchandise based on customer desires.
- Greeted customers and provided exceptional customer service.
- Received and displayed product shipments on store retail shelves upon delivery.
- Helped customers find specific products, answered questions, and offered product advice.

## CONTACT

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## SKILLS

- Promotional support
- Retail loss prevention
- Upselling
- Inventory tracking
- Product promotions
- Customer engagement

## EDUCATION AND TRAINING

High School Diploma  
Salem High School  
Virginia Beach, VA • 06/2023

Mechanical Engineering  
Old Dominion University  
Norfolk, VA

- Performed cashier duties such as accepting payments, issuing receipts and counting money back change.
- Engaged customers in friendly, professional dialogue to determine needs.
- Worked with fellow sales team members to achieve group targets.
- Placed special orders or called other stores to find desired items.
- Answered customer inquiries regarding product features, pricing, and availability.
- Handled customer complaints in a professional manner.
- Performed floor moves, merchandising, display maintenance and housekeeping to keep sales areas well-stocked, organized and current.
- Collected payments and provided accurate change.
- Ticketed, arranged and displayed merchandise to promote sales.
- Handled returns and exchanges according to company policies.
- Maintained knowledge of sales and promotions, return policies and security practices.
- Processed returns, exchanges, and refunds in accordance with company policies.
- Organized stockroom shelves according to size, color or style.
- Answered store and merchandise questions and led customers to wanted items.
- Processed credit card transactions quickly and securely.
- Maintained knowledge of current promotions, exchange guidelines, payment policies, and security practices.
- Greeted customers to determine wants or needs.
- Answered incoming telephone calls to provide store, products and services information.
- Bagged or packaged purchases and wrapped gifts.
- Conducted inventories on a regular basis to track stock levels.
- Stocked shelves and supplies and organized displays to focus customer attention on specific items.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Organized store by returning merchandise to proper areas and restocked displays.

#### ACTIVITIES AND HONORS

- Soccer through Middle and High School
- Guitar

#### CERTIFICATIONS

- SolidWorks