

Chloe LeBlanc

Sales Representative

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CAREER OBJECTIVE

Results-driven professional with years of experience in sales, customer service, and business development. Proven track record of consistently meeting and exceeding sales goals, with an ability to develop and maintain successful relationships with clients. Skilled in data analysis, forecasting, and problem-solving to optimize customer service, increase sales, and identify new business opportunities. Highly motivated self-starter, with a passion for providing exceptional customer service and achieving success.

Ability to establish strong customer relationships and effectively identify customer needs. Proven track record of meeting and exceeding sales objectives.

Hard-working professional with experience in consultative sales, customer loyalty, and contract negotiation & management. Frequently praised as proactive by peers, I can be relied upon to help your team achieve its goals.

EXPERIENCE

OPERATOR – Ultra Manufacturing

Waterloo, ON, May 2022 - Present

- Used work instructions to assemble components in specified sequences.
- Operated and monitored production machines, driving product quality standards.
- Followed all safety protocols and procedures.
- Implemented process improvements that resulted in increased efficiency and cost savings.
- Adhered to safety regulations while operating equipment, ensuring compliance with industry standards.
- Collaborated with operators as part of team, keeping projects on task.
- Resolved complex technical issues quickly utilizing advanced problem-solving skills.

CASHIER – Tim Hortons

, October 2019 - January 2021

- Cash handling, Customer Service, Cleaning
- Operated cash register and accurately processed payments, returns, and exchanges.
- Reconciled daily sales reports at the end of each shift to verify accuracy of transactions.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Built and maintained positive working relationships with co-workers.
- Followed safety standards for handling hazardous materials such as chemicals or cleaning products.

SALES ASSOCIATE – Clair de lune

Waterloo, ON, November 2019 - February 2020

- Encouraged customers to make additional purchases and suggested relevant items.
- Met merchandising standards by keeping store stocked and products faced.

- Operated cash register and POS to handle purchases, refunds, and exchanges for customers.
- Maximized profits through effective cross-selling strategies during checkout process.
- Kept signage and merchandise displays organized and up-to-date, promoting visual presentation standards.
- Engaged with guests to understand and anticipate customer service needs.
- Helped customers find and select products.
- Generated sales reports and tracked customer data to ensure sales goals were met.
- Introduced promotions and sale opportunities, enticing customers.
- Assisted with training and mentoring new team members.
- Kept work area clean, organized and free of clutter at all times.
- Performed cash register operations accurately according to company guidelines.
- Assisted with training new employees on sales procedures.

EDUCATION

COMPLETED COURSEWORK TOWARDS BACHELOR'S DEGREE IN SOCIAL WORK

— **Fanshawe**

Feb 2022

— **Sir John A Macdonald Secondary School**

Waterloo, ON, Jun 2021

SKILLS

- Kitchen Experience
- Food Preparation
- Host/Hostess
- Commercial Cleaning
- Babysitting
- Retail Sales
- Cooking
- Social Work
- Cash Handling
- Cleaning Experience
- Food Service
- Customer Service
- Coffee Experience
- Busser
- Merchandising
- Communication skills