

JADEN A. MARTIN

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(757) 995-8108

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PROFESSIONAL SUMMARY

Professional, organized, and detail-oriented customer service representative with valuable expertise and experience in the area of retail sales and credit accounts. Collaborative team player with a proven track record of delivering strategic solutions to resolve challenges and to assist with delivering excellent and consistent customer, client, and team experiences.

EXPERIENCE

2022 - PRESENT HOMESENSE, NEWPORT NEWS, VIRGINIA

SEPTEMBER 2022 – PRESENT

KEY HOLDER/MERCHANDISE COORDINATOR

- Provides leadership support to customer service representatives in achieving and exceeding sales and customer service goals. Proactively engages with customers and the general public in a positive, pleasant, respectful, and helpful manner in both in-store, telephone, and online/curbside interactions. Explains current promotions and merchandise selections to support buying decisions. Performs opening and closing procedures accurately and safely. Communicates the daily work plan to the team at the beginning of their shifts and follows up on workload and task assignments. Processes merchandise sales in a safe and efficient manner. Assists and manages the following tasks: shipping and truck unloading, organizing stockroom, pricing items accurately and in a timely manner based on current promotions, building products and staging the retail floor for optimal visual presentation and safety, maintaining and reporting on inventory, ensuring cleaning and safety protocols are followed.

2020 - 2022 KIRKLAND'S, NEWPORT NEWS, VIRGINIA

JUNE 2022 – SEPTEMBER 2022

KEY HOLDER

- Leads and supports sales team and customer service representatives in achieving and exceeding sales and customer service goals. Proactively engages with customers and the general public in a positive, pleasant, respectful, and helpful manner in both in-store, telephone, and online/curbside interactions. Explains current promotions and merchandise selections to support buying decisions. Performs opening and closing procedures accurately and safely. Communicates the daily work plan to the team at the beginning of their shifts and follows up on workload and task assignments. Processes merchandise sales in a safe and efficient manner. Assists and manages the following tasks: shipping and truck unloading, organizing stockroom, pricing items accurately and in a timely manner based on current promotions, building products and staging the retail floor for optimal visual presentation and safety, maintaining and reporting on inventory, ensuring cleaning and safety protocols are followed.

JUNE 2020 – JUNE 2022

TEAM MEMBER/STORE ASSOCIATE/CUSTOMER SERVICE ASSOCIATE

- Provide excellent customer service in a retail environment. Utilize a computerized cashiering system to process point of sale and return transactions. Enters customer information into database to complete reward system registrations. Responsible for organizing product inventory and ensuring stock room is orderly, clean, and meets safety requirements. Assemble furniture to place on the retail floor and for customer requests, as needed. Assist with online order and curbside customer pick-up. Ensure showroom is adequately stocked and maintained to support positive retail customer experiences. Handle tasks and work duties as directed by management.

SKILLS

- Computerized Cashiering Systems
- Financial Records Systems
- Microsoft Office Suite: Excel, Word, & Access
- Excellent analytical, interpersonal, organizational, written, & oral communication skills

EDUCATION

AUGUST 2021 – PRESENT

Projected Graduation: May 2025

PURSUING BACHELOR OF SCIENCE IN CYBERSECURITY

OLD DOMINION UNIVERSITY, Norfolk, Virginia

- Dean's List Recipient: 2021-24

- Relevant Coursework:

Completed - Intro to Technical Writing, Computer Programming for Engineering Problem Solving, Problem Solving & Programming, Intro to UNIX for Programmers, Intro to Discrete Structures, Precalculus II

- GPA: **3.77/4.0**

Graduated, June 2021

Warwick High School, Newport News, VA – Advanced Diploma

REFERENCES

Available upon request