

Yomna Awad

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EXPERIENCE

American Eagle , irvine spectrum — *sales associate*

- Developed strong customer service skills while working in a fast paced environment.
- Consistently met sales goals by offering products to customers and encouraging them to sign up to the American Eagle loyalty program.
- Addressed and resolved customer complaints, returns, and exchanges in a professional manner.
- Followed the company's guidelines and remained appealing to customers.

Hollister , irvine spectrum — *sales associate*

- Mainly worked in fitting rooms, which required focus on both customers and efficiency.
- Greeted and assisted customers as they entered the fitting room, helping them with the right sizes and styles, while offering personalized product recommendations.
- Monitored fitting room traffic, managed customer wait times, and maintained a clean, organized environment.

Perspire sauna studio- studio assistant

- In my role as a studio assistant in Perspire, I provided exceptional customer service while ensuring a clean and satiated space for customers.
- Learned organizing skills by folding towels, and preparing saunas for customers based on their preferences.
- informed clients about membership options, packages, and promotions, helping drive sales through personalized recommendations.

SKILLS

- Clear and effective communication skills.
- Working closely with other team members to achieve goals.
- Balancing multiple tasks like restocking, attending to customers.
- Ensuring that the store layout is visually appealing and follows company guidelines.
- Proficiency with cash registers.