

Carolyn Pyon

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PROFILE

Through my past work experience, I had the privilege of being part of a dynamic team and engaging directly with customers, shaping their shopping experiences, and driving sales. This role not only honed my interpersonal skills but also allowed me to develop a deep understanding of customer needs and preferences. Some highlighted skills I have required are; building customer relationships, product knowledge and upselling, problem solving, and teamwork. One of the most rewarding aspects of my role as a sales associate was the opportunity to build strong relationships with customers. I actively listened to their needs, offered personalized recommendations, and provided exceptional service. I kept myself accountable for staying up-to-date with the latest product information, including features, benefits, and pricing. This knowledge allowed me to confidently address customer inquiries, offer suitable options, and make persuasive sales pitches. A personal highlight for me working as a sales associate was being allowed to thrive in a collaborative environment with co-workers that I got to build a close bond with.

EMPLOYMENT HISTORY

Jul 2021 - Oct 2021

sales associate, American Eagle

los angeles

- Developed strong customer relationships that resulted in an increase in sales.
- Developed daily targets and clearly communicated plans to subordinates and team members.
- Identified issues, concerns or areas for improvement and worked with the team to resolve them.
- Analyzed customer feedback and suggested strategies for improving customer experience
- Took responsibility through complete understanding of operations, work instructions, and requirements.

Jul 2023 - Nov 2023

sales associate, Free People (Movement)

los angeles

As a sales associate, the main skill I learned and mastered was communication. The constant interactions I had with both customers and coworkers taught me how to efficiently communicate with everyone around me. I worked at a fast paced retail store where clothes were constantly on high demand and a rush of customers was a daily encounter. Whether it's assisting a customer in finding a specific product, resolving a complaint, or simply engaging in small talk, I've come to appreciate the significance of clear and friendly communication. Another skill working at a retail

store has taught me was the value of patience and empathy. Dealing with customers who may be frustrated, anxious, or in a hurry can be challenging at times, but the satisfaction after helping them out makes it equally as rewarding.

Jul 2023 - Sep 2023

back house cook, Croft

los angeles

As a backhouse cook, I learned how to make food as well as work with fellow cooks in the backroom under all conditions such as rainy days, extremely hot days, rush hours, and slow hours. I learned how to quickly adapt to being in the back house as well as creating a good work flow where my co-workers could depend on me and vice versa. I also helped out as a house (server) which allowed me to learn and know all roles at the restaurant.

Oct 2024 - Feb 2025

barista, Bluestone Lane

san clemente

As a barista at Bluestone Lane, I learned and mastered multiple skills such as developing strong customer service skills and interactions, as well as preparing and serving high quality coffee beverages and food. The specific location I worked at served various coffee drinks as well as a couple specialty drinks and had a wide ranging food menu. The roles at this job included front house barista, as well as back house cook, food runner, and opener and closer. The work environment was fast paced but assured to provide high quality service. I effectively managed learning the menu in a timely manner and maintained a positive attitude while providing efficient service to customers.

SKILLS:

-Fast Learner	-Effective Time Management	-Customer Service
-Ability to Work in a Team	-Communication Skills	-Flexibility and Adaptability

LANGUAGES:

English- Native speaker

Korean- Native speaker

REFERENCES:

Grace from Free People Movement (manager)

- 913-748-1231

Kento from Bluestone Lane (manager)

- 310-251-1364