

ARACELI MALDONADO

CUSTOMER EXPERIENCE AND SALES ASSOCIATE

419-513-1929

cheliperry2020@gmail.com

904 Erie St, Delphos

PROFESSIONAL SUMMARY

Professional Summary:

Motivated and results-oriented professional with a strong foundation in customer experience and sales. Leveraging hands-on experience in client-facing roles, adept at cultivating positive relationships, understanding client needs, and driving revenue growth. Possessing excellent communication skills and a customer-centric approach, committed to delivering exceptional service and exceeding organizational objectives. Eager to contribute to a dynamic team environment, apply learned skills, and pursue opportunities for professional development and growth in the field of sales and customer experience.

EXPERIENCE

Dollar Tree

2024-present

Cashier

- Responded promptly to customer inquiries and concerns, resolving issues courteously and escalating complex issues to management when necessary.
- Provided exceptional customer service by greeting patrons, answering questions about products, and assisting with locating items within the store.
- Efficiently operated cash register, accurately processing transactions including cash, credit, debit, and EBT payments, while maintaining a friendly and professional demeanor.

Dollar General

2023-2024

Lead Sales Associate and Key Carrier

- Provided exceptional customer service by assisting shoppers with product inquiries, locating items, and resolving any issues promptly and courteously.
- Collaborated with management to identify opportunities for process improvement and provided valuable feedback to enhance overall store performance.
- Generated and analyzed comprehensive reports on closing revenue, meticulously tracking sales performance metrics to identify trends, areas for improvement, and opportunities for revenue optimization.
- Consistently exceeded performance targets, contributing to the overall success and profitability of the store.

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EXPERIENCE (CONTINUED)

Vancrest-Delphos

2022-2023

Dietary Aide/Activities Assistant

- Assisted residents with meal service, ensuring dietary preferences, restrictions, and nutritional needs were met in accordance with individual care plans and dietary guidelines while maintaining a clean dining and kitchen area.
- Supported the activities coordinator in planning, organizing, and implementing recreational programs and events tailored to residents' interests and abilities, fostering social engagement and mental stimulation.
- Engaged residents in various activities and games, providing companionship, encouragement, and assistance as needed to enhance their overall well-being and quality of life.
- Fostered positive relationships with residents and their families, demonstrating empathy, patience, and respect for their individual preferences and autonomy.

SKILLS

- Empathy
- Communication
- Problem Solving
- Adaptability
- Leadership
- Customer Service
- Analytical
- Critical Thinking
- Time-management
- Active Listening
- Technology
- Resourcefulness

EDUCATION

Bachelor's in Forensic Psychology

2024-present

SNHU

- Pursuing Bachelor's in Forensic Psychology to achieve a comprehensive understanding of human behavior

High School Diploma

Delphos Jefferson High School

2019-2023

- National Honor Society, Maintained GPA of 3.5 or above, 4 years of college courses during general education studies.