Sofia Ramirez

Retail Sales Associate

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Summary

Friendly retail sales associate with four years of experience in busy stores. Known for clear product advice, accurate cash handling and calm service during peak hours. Fluent in English and Spanish.

Skills

Customer service: Product advice, returns and exchanges, complaint resolution, bilingual service (English, Spanish)

Store operations: POS systems, cash handling, opening and closing, inventory counts, visual merchandising

Tools: Shopify POS, Square, Microsoft Excel, Google Workspace

Experience

Harbour Outfitters Mar 2023 – present
Sales Associate Vancouver, BC

- Serve 60 to 80 customers per shift and keep a 4.8 out of 5 service score across 300 survey responses.
- Process sales, returns and exchanges on Shopify POS with a balanced till on 98% of shifts.
- Train 6 new hires on product knowledge, store policies and closing procedures.
- Rebuilt the front-of-store display each season, which raised featured-item sales by 15%.

Maple Grove Market June 2021 – Feb 2023
Cashier Burnaby, BC

- Handled 200 or more transactions per shift while keeping line waits under four minutes.
- Resolved price and loyalty-card issues at the till, reducing supervisor calls by 20%.
- Completed weekly inventory counts for two departments with fewer than 1% discrepancies.

Casa Lucero Cafe Aug 2019 – Apr 2021
Barista Bogota, Colombia

- Prepared 150 or more drinks per shift and managed the cash register during the morning rush.
- Kept the work area to food-safety standards and passed every monthly inspection.

Education

Vancouver Community College Sept 2022 – June 2023
Certificate in Retail Management Vancouver, BC

Certifications

FOODSAFE Level 1, 2024

Standard First Aid and CPR-C, Canadian Red Cross, 2024

Volunteer

Greater Vancouver Food Bank Jan 2022 – present
Distribution Volunteer Vancouver, BC

- Sort and pack food hampers for 120 households every second Saturday.