

Stephen Greet

Sales Associate

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Work Experience

Better.com - Sales Associate

April 2018 - current

New York, NY

- Worked outbound sales initiatives to increase lead generation by 11% quarter over quarter
- Took an empathetic approach and quickly understood customer problems leading to a 35% customer close rate
- Led initiatives for prospective home-buyers to improve brand awareness and increase inbound customer interest resulting in \$200,000 in incremental revenue

Footlocker - Retail Associate II

September 2016 - April 2018

Linden, NJ

- Managed 2 retail sales associates and maintained performance expectations of 5% quarter over quarter
- Worked closely with management to prioritize sales of high margin inventory resulting in a gross margin improvement of 1% YoY
- Improved the shopper to customer conversion rate of the store by 7% by prioritizing immediate customer service of inbound customers

Footlocker - Retail Associate

September 2014 - September 2016

Linden, NJ

- Exceeded retail sales targets in 6 out of 8 quarters
- Through a thorough understanding of product inventory quickly responded to customer questions resulting in a customer satisfaction rating of 97%
- Beat targets for customer loyalty signups by 5% by promoting savings benefits of program

Education

Arthur L Johnson High School - Diploma

2010 - 2014

Clark, NJ

Skills

Negotiation, CRM (Salesforce), Customer Retention, Problem Solving, Customer Satisfaction, Verbal Communication, Persistent