

Aisha Hunt

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SUMMARY

Retail sales and **customer service** professional with three years of experience connecting **customer needs** with practical wireless, technology, and consumer electronics solutions. Builds trust through thoughtful questions, clear product explanations, and recommendations grounded in how customers use devices and services. Works toward individual and store sales goals in fast paced, commission based environments while keeping customer fit at center of each interaction. Resolves billing, activation, setup, product, and policy questions with sound judgment, escalating issues when needed. Supports merchandising, replenishment, promotional accuracy, **opening routines**, and closing routines. Learns new products through structured online and **computer based training**, then turns technical features into simple customer benefits. Collaborates with peers and store leaders during busy periods, including evenings, weekends, holidays, and seasonal traffic, helping create an inviting and efficient in store experience.

EXPERIENCE

Retail Sales Consultant January 2025 - Present
Soundview Mobile Solutions Tacoma, WA

Supports customers across **wireless devices**, accessories, and service options while managing sales conversations, issue resolution, product learning, merchandising, and daily **store operations**. Partners with peers and store leaders during high traffic periods, using practical recommendations and clear explanations to support customer satisfaction and monthly sales performance.

- Guided wireless shoppers through needs based recommendations, simplifying device and service choices during busy store periods.
- Managed personal **sales pipeline** across purchases, upgrades, **accessories**, and services while preserving customer fit.
- Resolved billing, activation, setup, and product questions within store authority, escalating exceptions for timely support.
- Completed digital learning and launch briefings, applying **product knowledge** during comparisons and customer demonstrations.
- Reset displays, replenished merchandise, checked promotions, and supported opening and **closing routines** for accurate presentation.
- Shared discovery questions and product positioning during huddles, helping peers deliver consistent customer conversations.

Sales and Customer Service Associate October 2023 - December 2024
Rainier Electronics Market Federal Way, WA

Served shoppers seeking phones, connected devices, accessories, and consumer electronics in a busy retail setting. Combined needs discovery, product education, transaction accuracy, **merchandising**, seasonal support, and structured training to simplify decisions and maintain dependable store service.

- Served phone and electronics shoppers, narrowing choices through practical questions about intended use.
- Explained features, pricing, warranties, and compatible accessories so customers could compare useful solutions clearly.
- Processed purchases and returns accurately, escalating policy exceptions to **store leadership** for resolution.
- Moved between sales conversations, checkout, product questions, and recovery during seasonal weekend traffic.
- Replenished displays and verified shelf information against promotions, keeping comparisons orderly for shoppers.
- Completed product and service training modules, applying coaching feedback during recommendation and objection handling conversations.

PROJECTS

Wireless Customer Choice Guide 📅 2025
Created a practical conversation guide for comparing devices, services, accessories, and customer usage needs. Shared clear questions and plain language explanations that supported consistent retail conversations.

Seasonal Merchandising Readiness 📅 2024
Supported seasonal floor preparation through display recovery, shelf verification, promotional checks, and replenishment. Coordinated daily details with peers so customers could compare products more easily.

LEADERSHIP & AWARDS

- Recognized by store peers for clear product explanations and dependable customer issue follow through.
- Selected for peer sharing during store huddles, contributing practical discovery questions and product positioning ideas.

EDUCATION

High School Diploma 2023
Lincoln High School GPA: 3.5 Tacoma, WA

Coursework: Customer service, business communication, technology applications, consumer economics

CERTIFICATIONS

- Customer Service Training 📅 2024
- Retail Product Knowledge Training 📅 2025

TECHNICAL SKILLS

- **Wireless Products:** Phones, wireless plans, connected devices
- **Consumer Electronics:** Accessories, device features, product comparisons
- **Sales Methods:** Needs discovery, solution selling, objection handling
- **Customer Service:** Issue resolution, customer support, service recovery
- **Retail Operations:** Opening routines, closing routines, transaction processing
- **Merchandising:** Display resets, shelf checks, promotional materials
- **Training Platforms:** Online training, computer based training, launch briefings
- **Store Systems:** Billing systems, activation systems, point of sale
- **Communication Tools:** Store huddles, product demonstrations, peer coaching
- **Performance Practices:** Monthly sales goals, commission sales, sales contests
- **Scheduling Practices:** Evening availability, weekend availability, holiday availability
- **Customer Engagement:** Customer connections, effective questions, practical explanations

SKILLS

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|----------------------|----------------------------|--------------------------|--------------------------|
| • Customer service | • Solution recommendations | • Issue resolution | • Objection handling |
| • Retail sales | • Product knowledge | • Merchandising | • Transaction processing |
| • Wireless solutions | • Sales goals | • Store operations | • Team communication |
| • Needs discovery | • Commission sales | • Product demonstrations | |

PROFESSIONAL AFFILIATIONS

- Customer service and retail sales communities, sharing practical approaches for needs discovery and solution recommendations.
- Consumer technology learning groups, staying current through product briefings, online coursework, and peer discussion.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST