# JULIAN MERCER

**RETAIL ASSOCIATE**

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## PROFESSIONAL SUMMARY

Retail Associate with 3+ years helping customers, running registers, and keeping sales floors stocked in busy specialty stores. Friendly, reliable, and quick to learn products, with a strong record on customer feedback, cash accuracy, and helping teammates during peak weekends.

## PROFESSIONAL EXPERIENCE

**Sales Associate** Mar 2025 - Present
**Lululemon, San Francisco, CA**

- Greet and assist about 60 guests per shift, matching products to their activities and building outfits that raise basket size.
- Earned recognition as a top-three associate for units per transaction by suggesting practical add-ons without pressuring guests.
- Learned product details for new seasonal collections and shared fit and fabric tips with teammates at weekly huddles.
- Process purchases, returns, and exchanges accurately at the register, with no cash variances in the past year, including during holiday rushes.
- Restock fixtures and fold and size-sort inventory so the floor is ready before busy weekend traffic arrives, checking sizes against the weekly planogram.
- Help train new seasonal hires on the point-of-sale system and store routines during their first two shifts and answering their questions on return policy.
- Resolve sizing and availability questions by checking nearby stores and ordering online for guests, saving sales that might be lost.

**Beauty Advisor** Aug 2023 - Feb 2025
**Sephora, Oakland, CA**

- Advised guests on skincare and makeup using product knowledge and short consultations, earning positive follow-up reviews.
- Signed up new loyalty members at checkout, consistently exceeding the store goal of one in four transactions.
- Kept testers clean and displays full, following hygiene standards and replenishing shelves several times a shift.
- Handled return requests politely and followed policy, escalating only unusual cases to the manager on duty and noting each case in the system.
- Supported two product launch events with display setup, guest greeting, and appointment sign-ups for returning guests.
- Remembered returning guests' preferences and recommended replenishments, which brought many back for repeat purchases.
- Counted and reconciled the register at close with a second associate, reporting zero discrepancies over the final six months.

## CORE SKILLS

Customer service | Product knowledge | Point of sale | Cash handling | Upselling and add-on sales | Loyalty program sign-ups | Visual merchandising | Inventory restocking | Returns and exchanges | Active listening | Teamwork | Time management | Conflict resolution | Bilingual English and Spanish

## EDUCATION

**Associate of Arts, General Studies**, City College of San Francisco, San Francisco, CA

## CERTIFICATIONS

Customer Service Fundamentals Certificate