

# Jasmine Chapman

Fort Worth, TX 76155- jmariewisdom@gmail.com - 714-398-4262

More than five years of retail and here are some of my skills I have mastered:

- Exceptional Customer Service
- Merchandising and Display
- Employee Management
- Fashion Savvy
- Call Center
- Social Media
- New Location Start-Up Management
- Sales goal exceeded
- Inventory and Pricing Controls • Computer/POS Scanning Use • Microsoft Savvy

## WORK EXPERIENCE

### **Personal Fashion Stylist**

Front Door Fashion - Dallas ,Texas June 2022-Current

- Styling complete outfits for box orders and in-person Style Sessions
- Contacting customers in a highly personalized fashion on a regular basis by phone, text, and email to build relationships and generate sales
- Generating qualified customer leads through referrals, social media, and networking
- Routinely sharing and reposting Front Door Fashion content to your social media accounts
- Developing content for blogs and social media posts
- Staying informed of new styles and trends
- Passion, drive, professionalism, and self-motivation
- Confidence as a top performer, excitement to build a loyal customer base
- Organization and great time management skills with the ability to handle many responsibilities
- Commitment to offering impeccable customer service
- A quick learner who thrives in a rapidly changing, entrepreneurial environment and is willing to go above and beyond

- A positive can-do attitude, ready to create new wardrobes for a range of ages, body types, styles and personalities even when you may not have the “perfect” inventory
- A creative and business-minded thinker who isn’t afraid to take initiative

## **Host**

Hudson House Restaurant - Las Colinas, TX Feb 2022-May2022

- Greeting guests. ...
- Taking reservations and managing them. ...
- Managing a wait-list. ...
- Communicating wait times to guests. ...
- Managing the seating chart. ...
- Seating guests and distributing menus. ...
- Cleaning and to-go orders.

## **Client Advisor**

Louis Vuitton - Euless, TX September 2021 to December 2021

Experience working in a luxury or client-centric retail environment .Strong history involving customer service, dealing with a diverse and elevated clientele. Motivating to continuously improve customers experiences.

## **Fabric Specialist- Flight Attendant Bidding Resource Center**

American Airlines - Dallas, TX April 2018 to November 2020

- Call Center position
- Customer service to flight attendants that had questions about their schedule
- Special assignment for flight attendants - selective, recommended and interview role
- Assisted in schedules, vacations, mis award schedules, reserve schedules or inform anything schedule related.

## **Flight Attendant**

American Airlines 2015 to 2019

- Customer service
- Flexibility
- Teamwork/team building
- Safety for passengers
- Customer wants and needs

## **Customer Service**

Gucci

2014 to 2015

- Organizing merchandise • Displaying merchandise • Teamwork/team building

## **1ST Assistant Manager**

Aerosoles 2013 to 2014

Drive sales to achieve personal and store goals.

- Successfully model the Company values; hold Associates accountable to do the same. • Assist in the scheduling of 12 shoe parties a year.
- Serve as an expert on Product Knowledge; educate store Associates.

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- Teach and reinforce with all Associates the Customer Experience.
  - Ensures all funds and merchandise are handled according to Company policy and procedure.
  - Execute merchandise displays and visuals to enhance the Brand.
  - Drive VIP enrollment.
  - Seek performance feedback for self development and professional growth.
  - Work with the store Associates to ensure the neatness, maintenance and cleanliness of the store.
  - Ensure bags are returned to their appropriate place in the stockroom.
  - Projects as assigned.

## **Sales Associate**

Nordstrom Rack 2012 to 2013

- Responsible for men's floor by cleaning, sizing and organizing. • Responsible for opening up accounts • Responsible for customer service

## **SALES MANAGER/SALES**

BEBE - Las Vegas, NV 2011 to 2012

Stylist

BEBE Events

Productivity

- Accountable for personal productivity and store sales to ensure company goals are achieved
- Monitor and ensure exceptional Client service and Client satisfaction through the enforcement of the Clientele Program, World Class Service and delivery of the bebe Experience
- Understand market trends and activities

Functional Leadership

- Learn and execute all store manager responsibilities in the absence of the Store Manager
- Consider internal and external factors when solving problems and making decisions
- Recognize strategic opportunities for success and generate new and innovative ideas
- Support and represent the bebe Value System; Integrity, Service, Passion and Quality
- Demonstrate professionalism, leadership, brand passion and self-confidence
- Maintain a positive and enthusiastic attitude for extended periods of time
- Exhibit a sense of urgency when reacting to store issues
- Inspire and motivate others to achieve results

#### Talent Management

- Recruit and retain world class talent
- Foster a selling environment
- Build consensus and be an effective change agent
- Respect diversity and flex managerial style when working with associates of different skills and responsibilities
- Provide timely performance feedback regarding store team to the Store Manager

#### Presentation Excellence

- Implement and ensure follow-through of visual presentation standards
- Manage merchandise backstock and replenishment using back room standards guidelines
- Provide weekly feedback to Store Manager regarding merchandise mix, stock levels, recommended markdowns and consolidations
- Ensure that all associates meet the appearance guidelines and represent the brand in a professional and fashionable manner

#### Operational Excellence

- Ensure loss prevention awareness and shrink control
- Adhere to all bebe policies and operational procedures; ensure follow through of operational standards • Meet deadlines
- Ensure proper store maintenance, cleanliness and safety standards

## **CO-MANAGER**

Forever 21 2006 to 2012

- Responsible as Store Manager for four months.
- As Store Manager we made daily and monthly goals for the entire four months. • ASSISTANT MANAGER • Worked in all aspect of retail throughout the entire district.
- Met 95% segment goals each week

#### SALES ASSOCIATE

- Within six months of employment and training was promoted to Assistant Manager. • Traveled and opened up many stores in California.

## **SALES ASSOCIATE**

Wet Seal - Moreno Valley, CA 2004 to 2006

## Education

### **Bachelor of Science in Fashion and Retail Management in Fashion and Retail Management**

The Art Institute Inland

### **Bachelor of Science**

## Skills

- Cashier
- Inventory
- Communications
- Marketing
- Sales
- Microsoft Excel
- Time Management • Word
- training
- Management
- Retail Management • Recruiting
- Sales Management • Merchandising

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## Certifications and Licenses

### **First Aid Certification**

## Assessments

### **Marketing — Familiar**

February 2020

Understanding a target audience and how to best communicate with them Full results: [Familiar](#)

### **Social Media — Proficient**

March 2020

Creating content, communicating online, and building a brand's reputation. Full results: [Proficient](#)

## **Customer Service — Familiar**

September 2020

Identifying and resolving common customer issues Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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