

# Marelyn Adames

New Britain, CT

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## Work Experience

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### **Retail Sales Assistant Manager**

Metro Mattress-Shelton, CT

May 2023 to Present

- Spend quality time with guests by listening to their ideas & serving as an educated, helpful advocate for helping people realize their dream sleep
- Provide recommendations, offer options & answer questions for guests in search of the perfect night's sleep
- Stay informed on industry trends, fashion & function of our ever-changing inventory. Be a champion of sleep & help guests navigate their own need when searching for product
- Assist guests in our showroom from start to finish-offering a full range of products, industry-leading financing options & additional services to ensure complete satisfaction
- Collaborate with other team members, store management & company leadership to drive results & provide our guests with the best buying experience of their lives

### **Client Advisor**

BMW of North America-West Springfield, MA

February 2023 to May 2023

- Greet and guide clients as they appear on the lot to proceed into the sales process
- Engage in conversation with clients to fully understand their needs and manage expectations
- Assist clients in identifying the right vehicle to fulfill their wants and needs
- Continuously develop product and sales acumen to become the vehicle expert. Know the in's and the out's of product offerings, optional packages, and the latest technologies
- Follow up daily on all sales leads from a variety of sources using the dealership's Customer Relationship Management System (CRM)
- Initiate and cultivate enriching and long-lasting relationships with customers
- Maintain strong knowledge base of all new vehicle makes and model
- Bring your 'A game' along with a positive attitude to work with you every single day

### **Merchandiser**

The Coca-Cola Company-South Windsor, CT

March 2022 to February 2023

- Rotate products
- Execute promotions
- Maintain and increase shelf facings
- Build displays
- selling to or servicing customers
- packing out merchandise
- Merchandising

## **Large Format Sales Representative**

PepsiCo-Hartford

November 2019 to March 2022

As a Sales Representative I provide service to large accounts like groceries

- Rotate products
- Execute promotions
- Maintain and increase shelf facings
- Build displays
- Experience with business-to-business selling (e.g., making sales calls, building relationships with customers, handling customer complaints, etc.).
- Experience with managing a route (e.g., prioritizing stops, setting a schedule, servicing accounts, managing delivery windows, etc.)
- Performed financial and mathematical calculations (e.g., calculating profit margins, determining display size, etc.).
- packing out merchandise
- take inventory
- merchandise.

## **Shift Leader**

Walgreens-West Hartford, CT

August 2015 to November 2019

- Unload and pack out warehouse truck and other incoming merchandise.
- Responsible for holding store keys to open and close without management as necessary.
- Assists with and coaches other team members to work with warehouse and vendor ordering.
- Maintains accurate inventory counts.
- Assists manager or assistant store manager in evaluating and developing displays, including promotional, seasonal, super structures, and sale merchandise. Completes resets and revisions.
- Maintain inventory.
- Assist in pharmacy as needed.
- Cash management. Store start up system and shut down at the end of the work day.
- Customer Service
- Lead a team with customer service associates to ensure store duties are properly disbursed amongst team members.

## **Education**

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### **Bachelor's degree in Criminal Justice**

Post University - Waterbury, CT

March 2020 to Present

Curtis High School - Staten Island, NY

## **Skills**

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- Key Holder
- Shift Supervisor (3 years)
- Shift Lead (3 years)

- Customer Service (8 years)
- Team Member
- Sales (8 years)
- Cash Handling
- CRM software (1 year)
- Negotiation