Sofia Ramirez

Retail Sales Associate · Apparel and Grocery · Bilingual English/Spanish

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SUMMARY

Retail sales associate with 4 years of customer-facing work in apparel and grocery. Handles register, returns, fitting rooms, online pickup orders and floor sets, and serves Spanish-speaking customers. Available evenings, weekends and holiday peaks.

EXPERIENCE

Sales Associate · Old Navy — Jun 2024 – Present

Omaha, NE

- Rang up 120 to 150 transactions on a typical Saturday shift, including split tenders, gift cards and receipted and non-receipted returns.
- Opened 58 store credit card accounts in 2025, third among 22 part-time associates at the store.
- Ran the fitting room on back-to-school and holiday weekends, returning several hundred garments a shift to the floor by size.
- Reset the kids denim wall and front tables to the weekly floor set directive, including markdown signing on Sunday nights.
- Trained 6 seasonal hires in fall 2025 on register basics, online pickup orders and the fitting room count.
- Named Associate of the Month twice in 2025 based on customer comments that named her.

Cashier · Hy-Vee — May 2022 – May 2024

Omaha, NE

- Checked out about 30 customers an hour on weekend registers and balanced the drawer within $1 on every audited shift.
- Processed SNAP EBT, Nebraska eWIC and paper coupons following store and state rules.

EDUCATION

Coursework toward A.A.S. Business Management (part time) · Metropolitan Community College

High School Diploma · Omaha South High School — May 2024

SKILLS

Customer service: Fitting room, Returns and exchanges, Store credit card and loyalty sign-ups, Spanish (fluent)

Register and systems: POS register, Cash handling, Buy online, pick up in store (BOPIS), Handheld scanner

Floor: Floor sets, Markdowns and signing, Size runs and recovery, Receiving and stocking