

Application Package

Amela Sejdic
ENGL 301, UBC
"The Sopranos" Writing Team
Dr. Erika Paterson
76007798

Job Advertisement:

Job Overview:

Sales Associates provide fast, friendly service by actively seeking out customers to assess their needs and provide assistance. These associates work in cooperation with their supervisors and other sales associates in various department. Specific store departments may include Lumber, Building Materials, Paint, Hardware, Electrical, Plumbing, Seasonal and Tool Rental.

Major Tasks & Responsibilities:

- Ask open ended questions about customer's projects in order to determine their needs and level of expertise
- Ability to multitask
- Describe features and benefits of merchandise
- Explain the steps needed to complete projects and the products needed
- Maintain the in-stock condition of assigned areas, and ensure that it is clean and safe
- Some Heavy lifting required; bending, kneeling, standing for extended periods of time; comfortable with ladders
- Pick, organize and verify orders for delivery or pick-up
- Utilize computer terminals and/or Home Depot portable phone to check inventory, look-up orders and notify customers when product is ready for pick-up
- Candidates should be comfortable lifting merchandise to organize for customer pick up

Preferred Qualifications:

- Ability to work a flexible schedule including evenings and weekends
- Experience in a fast paced customer service environment
- Experience working in a sales driven environment is an asset
- Excellent communication and reading skills
- Excellent decision making ability and problem solving skills
- Trade experience is an asset
- Proficiency with computers
- Detail oriented"

Source of ad (MLA): "Paint Sales Associate: Part Time." *Indeed*, 4 Aug. 2021,
<https://ca.indeed.com/jobs?q=sales&mna=5&start=10&advn=1926409750917957&vjk=0a37d76d6e28fb5e>

Amela Sejdic

20-4771 Williams Rd

Richmond, BC V7E 1J7

604-500-0475

asej443@gmail.com

Objective

Engaging sales professional offering 1.5 years of sales expertise committed to providing outstanding customer service while maximizing sales. Positive role model focused on team leadership, personnel support, and customer relationship building. Aiming to leverage strong upselling skills by working in a fast-paced, engaging sales environment.

Education

Bachelor of Arts in Psychology, University of British Columbia, Vancouver BC, Expected in June 2022

- Psychology Students' Association External Committee Order Manager.
- Completed coursework in Psychology, Business Math, Business Writing, Research Methods, and Data Analysis.
- Experience with MS Office.
- GPA: 3.66 on the 4.33 scale.

Experience

Production Worker (EMS), Foreseeson Technology, May 2019-Current

Richmond, BC

- Inspects quality of finished products, making minor repairs to meet project expectations, quality standards, and adherence to customer specifications.
- Sets up and operates production equipment according to daily work orders and safety
- Reviews incoming materials and compares them to documentation to check the accuracy and quality of daily orders.
- Trains new employees on the proper use of Panasonic equipment to prevent accidents.
- Moves items between machines, conveyors and transport equipment based on current production needs.
- Assembles products into finished forms and positions materials and fits parts using hand and power tools.

Content and Digital Strategist Apprentice, Myrth, September 2020-February 2021

Remote

- Entered data into spreadsheets, documents, and databases, maintaining a 100% accuracy rate.
- Drove website traffic and online visibility through search engine optimization (SEO) techniques by 45%.
- Employed various research and analytic programs and project management tools spanning Ubersuggest, CoSchedule, and Trello applications.
- Performed extensive keyword research and competitive analysis to identify effective strategies that increase website traffic, impressions, and click rates.
- Assisted with editing blog titles and SEO descriptions for optimization, creating relevant categories and tags, and assessing relevant keywords for high click rates of over 2%.
- Took over the company's Instagram Story to create compelling and eye-catching content, spanning from "Get to Know Me" activities, videos, and question sessions.
- Assisted with forming and opening the Myrth Shop through affiliate marketing by finding relevant products and organizing data in Google Suite.

Specialty Sales Associate, The Home Depot, January 2018-May 2019

Richmond, BC

- Answered incoming telephone calls to provide information about products, services, store hours, policies, and promotions, making outbound calls when needed.
- Maintained knowledge of current promotions, exchange guidelines, payment policies, and security practices while employing upselling techniques to drive sales by 40%.
- Processed orders through POS and coordinated product deliveries as smoothly and quickly as possible for customer ease and satisfaction.
- Assisted customers by finding needed Kitchen & Bath and Paint items and checking inventory for items at other locations.
- Built and maintained effective relationships with peers and upper management to drive team success toward sales and operational goals.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.

Interests

- Languages: German – B1 Speaking & Writing, Korean – Level 3 Reading & Writing; Level 2 – Speaking.
- Learning Buddy Network Recruitment & Engagement Team Member (July 2021-Current).

References

Available upon request.

Amela Sejdic
20-4771 Williams Rd
Richmond, BC V7E 1J7

August 4, 2021

The Home Depot
900 Terminal Avenue,
Vancouver Terminal, BC V6A 4G4
Subject: *Sales Representative*

Dear Hiring Manager:

Please consider my application for the Paint Sales Associate role, as advertised on Indeed.com. As a previous Home Depot employee, I have gained sufficient knowledge and expertise working as a Sales Associate in the Home Improvement sector.

As enclosed on my resumé, I have worked as a Sales Associate in the Kitchen & Bath and Paint departments at The Home Depot for almost two years. Working as a Sales Associate helped me leverage skills in up-selling, detail-oriented thinking, and top-notch customer service. I was also able to quickly generate leads and provide product recommendations to customers with ease. I also have extensive computer skills, paint-mixing expertise, and MS Office knowledge.

Additionally, I possess excellent oral and written communication skills that are important for the role. Working in a manufacturing production role also solidified communication, time management and technology skills. These experiences allow me to work efficiently in any setting.

I have worked incredibly hard to finetune my skills and expertise. As a focused professional with three years of work experience, my personality and experiences have prepared me to work efficiently in fast-paced retail environments. I respond quickly to concerns and inquiries about products, services, and more.

I've attached my resume with additional details of my work experience and qualifications. If you have any questions, please feel free to contact me at (604) 500-0475.

Sincerely,

Amela Sejdic

Amela Sejdic
Melsej33@student.ubc.ca

Reference Request Letter #1

Amela Sejdic
20-4771 Williams Rd
Richmond, BC V7E 1J7

August 4, 2021

Pardeep Dulay
2700 Sweden Way
Richmond, BC V6V 1K1

Dear Mrs. Dulay:

I am writing this letter to ask whether you can be a reference for me. I worked as a Kitchen & Bath Sales Associate under your supervision from January 2018 to May 2019. During this period, I maintained an excellent attendance record and had the most flexible schedule in the department. Also, I covered readily for any sick employees or those who needed vacation coverage. I maintained strong relationships with other departments such as Plumbing, Seasonal and Paint. I would greatly appreciate it if you can testify about my qualifications during my employment at The Home Depot.

Currently, I am applying for a Paint Sales Associate position at the Vancouver Terminal Home Depot. A positive note about my abilities will improve my prospects immensely. I will let you know when I have given out your contact information to prepare for a call. I need to submit a completed references list by August 11, 2021.

If you need additional information to assist you in providing a reference, please feel free to contact me at melsej33@student.ubc.ca or at (604) 500-0475. I also enclosed my resume for further review.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amela Sejdic', with a stylized, cursive script.

Amela Sejdic

(604) 500-0475
Melsej33@student.ubc.ca
Encl. Resume

Reference Request Letter #2

Amela Sejdic
20-4771 Williams Rd
Richmond, BC V7E 1J7

August 4, 2021

Queena Wu
2700 Sweden Way
Richmond, BC V6V 1K1

Dear Ms. Wu:

I am writing this letter to ask whether you could write a reference letter for me. I worked as a Kitchen & Bath Sales Associate alongside you from late 2018 to 2019. While you were a new employee, I took on a leadership role to assist your training and learning process. Also, I always received high scores on evaluations with the supervisor. I would appreciate it greatly if you can testify about my qualifications and abilities during my employment at The Home Depot.

I am currently applying for a Paint Sales Associate position at the Vancouver Terminal Home Depot. A positive reference from you will enhance my goals and prospects. I will let you know when I have given out your contact information to know when to expect a call. I need to submit a completed references list by August 11, 2021.

If you require additional information to provide a reference for me, I have enclosed my resume for review. Please feel free to contact me at (604) 500-0475 or melsej33@student.ubc.ca.

Sincerely,



Amela Sejdic
(604) 500-0475
Melsej33@student.ubc.ca
Encl. Resume

Reference Request Letter #3

Amela Sejdic
20-4771 Williams Rd
Richmond, BC V7E 1J7

August 4, 2021

JJ Song
101-4460 Jacombs Rd
Richmond, BC V6V 2C5

Dear Mr. Song:

I am writing to ask whether you can testify as a reference for me. I have been working as a Production Worker in the SMT (Manufacturing) department, in which you are supervising, since May 2019. During my employment with Foreseeson Technology, I have been able to work flexibly between P1 and P2 lines. I also took on many tasks, including working in the Backend and Through Hole. I would appreciate it if you can testify about my abilities.

I am in the process of applying for a Paint Sales Associate position at the Vancouver Terminal Home Depot. A positive note about my qualifications will improve my goals and prospects immensely. Of course, I will let you know when I have given out your contact information so you know when to expect a call. I need to send in a completed references list by August 11, 2021.

If you require additional information to provide a reference for me, I have enclosed my resume for review. Please feel free to contact me at (604) 500-0475 or melsej33@student.ubc.ca.

Sincerely,



Amela Sejdic
(604) 500-0475
Melsej33@student.ubc.ca
Encl. Resume

