

# JACOB COLEMAN

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## PROFESSIONAL SUMMARY

Reliable and detail-oriented job seeker successful at promoting customer loyalty, satisfaction and purchases with consultative techniques and diligent attention to individual needs. Knowledgeable about product merchandising, payment processing and cleaning. Dedicated and dependable relationship-builder with excellent organizational strengths and superior work ethic.

## WORK HISTORY

**Certified Product Specialist and Sales Associate, 03/2023 to Current Golf Headquarters - Rogers, AR**

- Adaptable and proficient in learning new concepts quickly and efficiently.
- Self-motivated, with a strong sense of personal responsibility.
- Used in-store system to locate inventory and place special orders for customers.
- Educated clients on current promotional offerings and products using persuasive selling tactics.
- Provided personalized shopping experiences for repeat customers by remembering their preferences and offering tailored recommendations.
- Answered customer questions about sizing, accessories, and merchandise care.
- Engaged in friendly conversation with customer to better uncover individual needs.
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.
- Accurately processed POS transactions, returning coin, currency, payment cards, and receipts to customers.
- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Provided exceptional service to high-profile clients, resulting in increased loyalty and repeat business.
- Enhanced store reputation as a trusted source of expert advice through extensive product knowledge and professional demeanor.
- Increased golf club sales by providing personalized product recommendations and fitting services to customers.
- Recommended complementary purchases to customers, increasing revenue.
- Conducted product demonstrations, showcasing the latest golf technology advancements to engage customers.
- Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages.

- Maintained up-to-date knowledge on industry trends, equipment offerings, and golf course information for effective customer consultations.
- Educated customers on proper golf techniques, helping them improve

## CONTACT

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## SKILLS

- Excellent Written and Verbal Communication
  - Repair Cost Estimation
  - Golf Equipment Familiarity
  - Relationship Building • Microsoft Office Suite
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their game while promoting relevant products.

## EDUCATION

**Bachelor of Science, Industrial Engineering, Expected in 05/2027**

**University of Arkansas, Fayetteville** - Fayetteville, AR

- Chancellor's Community Scholarship Recipient
- Dean's List Fall 2024
- 3.79 GPA
- Extracurricular Activities: Youth Football Referee

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## CERTIFICATIONS

- Callaway Certified Product Specialist
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