

Sofiya Zhu

Customer-facing professional

Chicago · IL · US

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Profile

Customer-facing professional with 12 years of progressive experience in retail, pharmacy-adjacent environments, and administrative support. Proven ability to translate operational data into actionable insights for store managers, streamline inventory processes, and deliver clear training to frontline staff. Comfortable learning new digital platforms and serving as a first-line point of contact for non-technical users. Seeking to leverage strong communication, organizational, and analytical aptitude to support digital tool implementation and data-driven decision-making.

Skills

Core Skills

Languages

English | – Present

Native speaker

Mandarin | – Present

Conversational

Awards

Inventory System Rollout | 2021-01-01

Riverbend Pharmacy & Health

Led data-migration subtask for 5,000+ SKUs; post-implementation audit showed a 92 % data accuracy rate, eliminating manual recounts.

Training Excellence Award | 2022-07-01

Riverbend Pharmacy & Health

Recognized for designing and delivering a comprehensive POS training program to 12 new hires, resulting in a 30 % reduction in first-month errors.

Sales Reporting Innovation | 2018-01-01

BrightMart Superstore

Developed a weekly Excel dashboard that visualized sales

trends and inventory levels, adopted by regional manager for quarterly business reviews.

Customer Satisfaction Boost | 2016-01-01

BrightMart Superstore

Implemented a feedback loop for in-store experiences, increasing overall satisfaction scores from 88 % to 94 % within a year.

Certifications

Google Data Analytics Professional Certificate | 2025-12-01

Google

Certified ScrumMaster (CSM) | 2026-01-01

Scrum Alliance

Interests

Personal Interests | – Present

- Hiking
- Photography
- Local community theater

Technical Interests | – Present

- Exploring beginner-level Power BI
- SQL fundamentals
- Data visualization best practices

Experience

Riverbend Pharmacy & Health — Chicago, IL

Retail Operations Associate | 01 May 2019 – Present

Processed an average of 350 transactions daily, maintaining 99.5 % cash handling accuracy. Generated weekly sales performance reports using Excel; highlighted top selling categories and flagged inventory shortages, leading to a 7 % reduction in out of stock incidents. Assisted the store manager in the rollout of a new inventory tracking module; acted as subtask lead for data migration, entering over 5,000 SKU records and verifying data integrity. Delivered onboarding sessions for 12 new staff members on POS usage and compliance procedures; received a “Trainer of the Quarter” commendation (Q3 2022). Served as the first point of escalation for user questions regarding the digital prescription portal, troubleshooting login issues and coordinating with vendor support.

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BrightMart Superstore — Evanston, IL

Customer Service Representative | 01 Jan 2015 – 01 Apr 2019

Managed front line inquiries, achieving a 94 % customer satisfaction rating per quarterly surveys. Conducted daily cash drawer reconciliation and prepared end of day sales summaries for regional managers. Participated in a pilot project to test a mobile app for in store navigation; collected user feedback, logged bugs in the project tracker, and presented findings to the product team. Created quick reference guides for seasonal promotions, reducing staff onboarding time by 15 %.

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Chicago Public Library – West Loop Branch — Chicago, IL

Administrative Assistant (Part time) | 01 Jun 2013 – 01 Dec 2014

Supported the branch manager with scheduling, event coordination, and patron communications. Entered and maintained a catalog of 8,000 items in the library’s database, performing regular data clean up to improve search accuracy. Designed and posted digital newsletters using Mailchimp, increasing newsletter open rates from 18 % to 27 % over six months.

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TrendWear Boutique — Oak Park, IL

Retail Sales Associate | 01 Sep 2009 – 01 May 2013

Handled POS transactions, processed returns, and performed inventory counts for a boutique clothing store. Assisted the owner in preparing monthly sales reports; used basic formulas to calculate gross margin and identified a 5 % uplift in accessories sales after visual merchandising changes. Provided on floor assistance to customers, fostering repeat business and contributing to a 12 % increase in annual revenue.

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Education & Training

Bachelor, Business Administration (Marketing concentration)

Northwestern University

– 01 May 2009

References

Available upon request

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