



FULL NAME
Address Line
Telephone Number
Email Address

Personal Profile

A friendly, polite and well-presented individual with 5 years' experience of working in the Fashion Accessories Retail sector. An excellent track record of putting the customer first and delivering results with high retail standards. Able to work accurately to deadlines, whilst fully focussing on providing excellent customer service at all times. A driven individual who is looking to join a company who values and meets customer needs.

Key Skills & Achievements

- Operating the till & accurately handling large amounts of financial transactions
- Excellent communication skills and experience of building positive customer relations, demonstrated in a busy London store
- Ability to give high quality advice on all accessory products and fashion trends
- Promoted to personal advisor, helped customers to select items to match outfits and received excellent feedback
- Highly organised when managing stock levels and processing orders for customers
- Worked as part of a team to organise a high profile fashion event, attended by top accessory designers in London

Employment History

Customer Service Advisor Suzie's Accessories London July 2009 – Present

Working in a target driven environment, at the heart of a London retail store, welcoming customers and assisting with their needs:

- Operated the till & accurately handled cheques and card payments
- Maintained the store displays leading to increased sales
- Received deliveries, checked stock of high selling items and met weekly sales targets
- Minimised stock loss from theft & damage by being vigilant at all times
- Responsible for Health & Safety procedures and carried out safety checks

Education & Training

National Diploma in Retail Operations James College July 2009
Full Clean Driving Licence

Hobbies and Interests

Active member of the London Fashion Institute, involved in writing articles for the member's magazine on current trends and future products.

References

Available upon request

Last Update 8/1/15