

# Rachel Harris Sales Assistant

Dayjob Ltd  
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## PERSONAL STATEMENT

A reliable, trustworthy and conscientious sales assistant who is able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase. With infectious enthusiasm and an inspirational style, Rachel has used her extensive experience of the retail industry to develop superb organisational, problem solving and sales skills. She is an exceptional person who can explore new territories and push existing limits in the search for sales. She is currently looking for a suitable sales assistant opportunity with a company that will not only challenge her professionally but also allow her to develop her knowledge & potential further.

## AREAS OF EXPERTISE

### RETAIL

- Able to help customers find what they want.
- Fully aware of security issues concerning stock in relation to shoplifting, leakage and theft.
- Experience of working in a commission based sales environment.
- Able to maintain high standards of display & visual merchandising to ensure the store is well presented.
- Ready and able to work individually or within a team environment.
- Good with numbers, and able to use modern computerised equipment and specialist retailing software.

### SALES

- Good numerical skills with the ability to manually calculate costs without error.
- Able to promote a store and its products through effective marketing activities like leafleting etc.
- Experience of working in a commission based sales environment.
- Able to accurately describe a products features and benefits to a customer.

### PERSONAL

- Willing to work on a shift basis including evenings and weekends.
- Always smartly dressed, articulate and presentable.
- Ability to take ownership of issues and to work alone with little or no supervision.
- Extremely organised with a high level of attention to detail.
- Ability to respond to timeframes and deadlines with pace.

## CAREER HISTORY

### *Retail Store - Coventry*

SALES ASSISTANT April 2009 – Present

Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.

### *Duties*

- Serving customers at the sales counter.
- Offering face to face advice to customers on the stores products.
- Maximising store revenue by suggesting upgrades, insurance and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.
- Occasionally being responsible for the stores security including being its key holder.
- Using the stock management system to log, check, locate and move stock both in and out of the store.
- Responsible for the daily management of the till in the absence of the senior members.
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Health and Safety requirements.
- Making sure that any item which is removed from a display column is replaced immediately after a sale.
- Handling customer complaints in a calm manor.
- Managing cash and payment systems in accordance with company procedures and policies.

### *Fashion Store - Coventry*

SALES ASSISTANT June 2008 – April 2009

## ACADEMIC QUALIFICATIONS

Birmingham North College	2005 - 2008	Retail Sales	Diploma
Birmingham South School	2003 - 2005	A Levels: Maths (B) English (A) Physic (C) Geography (A)	

REFERENCES – Available on request



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