

# Susan Armstrong

## Retail Assistant

Dayjob Ltd, The Big Peg, 120 Vyse Street, Birmingham B18 6NF  
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### Personal profile

A sociable, focused and well presented individual who has a track record of putting the customer first, developing people, delivering results and achieving high retail standards. Able to work to accurately to deadlines, whilst fully focussing on providing excellent customer service at all times.

Having a commitment to work to the best of their ability and always looking to address the client's needs first.

A driven individual who wants to progress, and is now looking to join a company where internal succession is always given priority.

### Academic qualifications

National Diploma in Retail Operations

A' Levels: Maths (C) English (A) Physics (A)

### Areas of expertise

Customer service	Visual merchandising
Stock taking	Cash management
Resolving problems	Communicating

### Work experience

#### RETAIL ASSISTANT

*Clothes Store    May 2010 - Present*

Working in a target driven environment, at the heart of a retail store, welcoming customers and asking questions about their needs then satisfying those needs.

#### **Duties:**

- Operating the till and accurately handling cash, cheques and credit / debit card payments.
- Approaching customers and politely asking questions to understand their needs.
- Keeping the shop and displays clean and tidy at all times.
- Receiving deliveries, unpacking and re-shelving or storing stock.
- Involved in regular stock checks and stock takes.
- Being vigilant at all times and to help minimise stock loss through theft, loss or damage.
- Ensuring all Health & Safety procedures are effectively carried out.

### EXPERIENCE & KEY COMPETENCIES

#### Retail skills

- Operating tills & handling financial transactions.
- Excellent communication skills required to build up relationships with customers.
- Offering advice on products and services, and helping with product selection.
- Effectively managing stock levels.
- Using every opportunity to maximise sales opportunities.
- Maintaining awareness of market trends.
- Meeting sales targets.
- Recording sales figures, for data analysis and forward planning.
- Able to analyse and interpret trends to facilitate planning.
- Able to stay calm when confronted by rude or abusive customers.
- Organising sales promotions, displays & events.
- Undertaking store cleaning duties.

#### Personal attributes

- Punctual, always on time.
- Able to communicate in a clear, legible, objective and professional manner.
- Able to contribute effectively to a team effort.
- Friendly, polite and approachable.
- Excellent customer facing skills.
- Able to work alone without supervision.
- Willing to work long hours.
- Comfortable with speaking to strangers / customers you have never met before.
- Being attentive to a customers' needs.
- Flexibility to do different tasks.
- Confidence in giving advice and information.
- Ability to follow set procedures correctly.
- Having enough stamina to keep going.

#### References

Available on request.

#### Personal

Driving license:	Yes
Nationality:	British
Languages:	Spanish, Polish

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