

Tracy Jones

Sales Assistant

AREAS OF EXPERTISE

Cash management
Operating tills
Stock management
Visual merchandising
Checking deliveries
Supervising
Customer interaction
Giving product advice
Health & Safety procedures

PROFESSIONAL

First Aid Qualified
French speaker
German speaker

PERSONAL SKILLS

Attention to detail
Influencing skills
Articulate

PERSONAL DETAILS

Tracy Jones
Dayjob Ltd
The Big Peg
Birmingham
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Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A articulate, presentable and sales hungry individual who can thrive in any fast paced and commission based retail environment. Possessing the ability and confidence to contribute to the smooth running of a company and possessing the 'can do' attitude required to be able to get things done. Tracy can communicate well with customers and demonstrates a helpful attitude at all times on the shop floor. She is polite and professional with excellent customer services skills, and is experienced at having appropriate Till Point Conversations with every customer to add on sales and increase the average transaction value. She has a flexible and positive approach to everything she does and is able to work effectively on her own and as part of a team.

She is currently looking for a suitable customer facing sales assistant role with a company where no two days are the same.

CAREER HISTORY

Retail Store - Coventry

SALES ASSISTANT April 2009 - Present

Responsible for delivering a friendly service, smiling, greeting and making eye contact with every customer that comes to the store. Playing an active role in providing a positive customer experience and driving sales.

Duties:

- Supporting the store team and manager to increase revenue streams and profit targets.
- Providing a friendly and helpful service to customers.
- Maintaining high standards of presentation and cleanliness across the store.
- Demonstrating good product knowledge to customers on key promotions and offers.
- Providing cover in other areas during periods of holidays and sickness.
- Approaching customers that may require assistance if you are on the shop floor.
- Carrying out stock replenishment.
- Ensuring all areas of the store remain tidy at all times.

High Street Shop - Manchester

SALES ASSISTANT May 2008 – March 2009

KEY SKILLS AND COMPETENCIES

Retailing attributes

- Able to easily build a rapport with customers.
- Have 'fit' measurement experience.
- Good people skills and able to work as part of a team.
- Able to commit to working weekends and evenings on a long-term basis.

ACADEMIC QUALIFICATIONS

Birmingham North University 2005 - 2008

Retail Management BA (Hons)

Birmingham South College 2003 - 2005

A Levels: Maths (B) English (A) Physics (C) Geography (A)

REFERENCES – Available on request.



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