

JILL KENDAL SALES ASSISTANT

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PERSONAL SUMMARY A confident and assertive individual who is able to create a welcoming personal environment for all retail customers. Jill is customer service driven and able to deal with shoppers on a face to face basis in any fast paced retail environment. She has high energy levels and is able to operate efficiently with a subtle and persuasive manner. She is flexible about shifts, has a track record of coming up with innovative solutions to problems and is more than willing to roll her sleeves up to get things done. Jill is very ambitious & is now looking for a suitable sales assistant role with a exciting company where she will be at the heart of the action.

AREAS OF EXPERTISE

- Customer service
- Customer needs
- Stopping theft
- Cost control
- Sales
- Processing deliveries
- Retail industry
- Marketing
- Stock management

CAREER HISTORY Sales Assistant 2009 - Present
FASHION SHOP
Responsible for being the face of the company and making sure customers enjoy their shopping experience. In charge of promoting stock to customers to ensure that the store is their first choice high street destination.

Duties

- Being attentive to every customer's needs.
- Answering telephone calls, conveying messages, and monitoring the flow of e-mails from the store website.
- Ensuring goods are well displayed.
- Receiving goods from suppliers.
- Performing clerical and administrative duties to support the sales manager.
- Ensuring that all customers are welcomed in an appropriate & timely manner.
- Achieving sales targets set by the company and Sales Manager.

Shop Assistant 2008 - 2009
RETAIL STORE

Store Assistant 2006 - 2008
FASHIO SHOP

KEY SKILLS

- A strong team player.
- Always polite and helpful.
- Possessing plenty of patience.
- Resourceful, well organized, highly dependable, efficient and detail oriented.
- Physically fit, having plenty of stamina and able to stand for long periods.
- Assisting shoppers to find what they are looking for.
- Making sure the shop looks good and is ready for the day's trading.
- Can work independently, multi-task, and take ownership of various parts of a project or initiative.
- Creating eye catching and dazzling shop displays.
- Willing to work irregular hours to cover busy periods.

ACADEMIC Nuneaton University 2003 – 06
BA (Hons) Retailing

Nuneaton South College 2001 – 03
A levels: Math - English - Physics - Geography

TRAINING Association for Project Management (APM) or Project Management Institute (PMI)

REFERENCES Available on request



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