

Sales Assistant

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PERSONAL STATEMENT

An ambitious, enthusiastic and highly presentable sales assistant with the aptitude and proven desire to be able to help customers make crucial decisions about what they are going to buy. Kate enjoys working with the public, meeting people, and is confident enough to be able to deal with difficult situations in a calm and professional manner. Although she already has high standards of literacy and numeracy, she is committed to continuous personal development and is always willing and eager to learn. She is quick thinking and able to make fast decisions when dealing with unexpected situations or emergencies. These last two points makes her an ideal person to have in very busy shopping periods or when a store is under staffed. Kate is presently looking for a suitable sales assistant vacancy that offers plenty of variety and responsibility.

Marketing



Highlighting promotions
Operating the till
Customer focused
Handling cash
Brand awareness
Preventing shoplifting

Selling



Strong closing skills
Influencing skills
Building relationships
Account management
Selling creatively
Up-selling

Dynamic



High energy levels
Entrepreneurial flair
Increasing revenue growth
People skills
Highly motivated
'Can do' attitude

Smart



Coming up with ideas
Commercial judgement
Analysing data
Effective planning skills
Innovative
Business sense

CAREER HISTORY

Retail Company - Birmingham

SALES ASSISTANT Apr 2009 – Present

Responsible for determining the needs of customer by talking to them and then showing them a range of suitable products available. Advising shoppers on the size, colour, price and availability of something they really like. Also helping out with answering telephone enquiries, unpacking & pricing newly arrived goods, checking stocks, & reacting to frequent enquiries for articles not available in the store.

Duties

- Being aware of what all the customers in the shop are doing, to guard against shoplifting.
- When necessary, whilst serving a customer also giving them in-depth technical advice about products.
- Processing new stock and getting it ready to be put out on display.
- Arrange orders and deliveries of stock for customers.
- Helping out in the fitting rooms.
- Keeping an look out for shop lifters, fraudulent credit cards and malicious damage to stock.
- Standing at the front of the shop and talking to passers by about the stores special offers.
- Taking the clothes people leave at the fitting rooms back into the shop as quickly as possible, so that other customers can see them.

Retail Shop - Coventry

SALES ASSISTANT Jan 2009 - Apr 2009

Retail Store - Birmingham

RETAIL ASSISTANT Aug 2007 - Jan 2009

KEY COMPETENCIES

- Possessing extensive knowledge of the retail industry and sales techniques.
- Able to stand for long periods of the day and able to do repetitive tasks accurately.
- Able to handle demanding customers in a diplomatic and tactful way.
- Working within established guidelines, particularly in relation to established brands.

ACADEMI QUALIFICATIONS

Birmingham North University: Retail Management BA (Hons) - 2004 - 2007

City & Guilds: Marketing Diploma - 2004

Birmingham South College: A levels - Maths (B) English (A) Business Studies (B) - 2002 - 2004

REFERENCES

Available on request



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