

Gary White

Retail assistant

AREAS OF EXPERTISE

Client interaction

Negotiating skills

Customer facng

Visual merchandising

Product knowledge

Stock taking

Advising customers

PROFESSIONAL

First Aid Certificate

French speaker

PERSONAL SKILLS

Friendly

Approachable

Punctual

PERSONAL DETAILS

Gary White
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DOB: 12/09/1985

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A well mannered, articulate and conscientious retail assistant who can communicate to customers on all levels. Smart and presentable with an ability to work as part of a team or individually to deliver and maintain a high standard of service in every aspect of a retail shop. Possessing the necessary enthusiasm, drive and motivation required to achieve maximum sales in a retail environment. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my career development.

WORK EXPERIENCE

City Centre Retail Shop – Coventry

RETAIL ASSISTANT June 2008 - Present

Assisting the store manager in the daily running of a retail shop. Helping to ease the workload by taking responsibility for certain tasks and duties including stocktaking, opening the store in the morning and closing it.

Duties:

- Approaching customers and helping them with their needs.
- Assisting the management team in maximising the stores sales and profitability.
- Operating the till systems, including cashing up.
- Describing or demonstrating in detail a product and its benefits to customers.
- Assisting customers with their enquiries.
- Putting up posters and promotional material for sales etc.
- Maintaining the cleanliness of the retail shop at all times.
- Completing all necessary paper work at the start and end of shift.
- Replenishing stock on shelves.
- Identify trends in complaints and highlight to the relevant managers.
- Processing payments of various kinds, including cash, cheques and credit cards.
- Dealing politely with customer complaints and resolving them.
- Keeping the store organised & maintaining an uncluttered environment.
- Constantly updating and replenishing sales display areas.

KEY SKILLS AND COMPETENCIES

- Delivering exceptional customer service.
- Having a team-oriented approach to working.
- A proven track record of driving sales.
- Excellent customer care skills.
- Track record of achieving agreed retail objectives.
- Can work efficiently and accurately in a fast paced service driven environment.

ACADEMIC QUALIFICATIONS

Visual Merchandising Foundation Degree

Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

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