

# Linda Harris

## Sales consultant

### AREAS OF EXPERTISE

*Up selling*

*Product launch*

*Minimising stock losses*

*Customer care*

*Preparing action plans*

*Competitor analysis*

*Visual merchandising*

### PROFESSIONAL

*Level 2 NVQ in Sales*

### PERSONAL SKILLS

*Relationship building*

*Target driven*

*Listening skills*

*Smart appearance*

### PERSONAL DETAILS

*Linda Harris  
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Coventry  
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*DOB: 12/09/1985*

*Driving license: Yes*

*Nationality: British*

### PERSONAL SUMMARY

A results driven, articulate and well presented sales consultant with a proven track record of meeting store sales targets and minimising stock losses. Hardworking, able to communicate effectively with people from all backgrounds and able to present products in a structured professional way face to face with customers. Comfortable working in a fast paced, growth orientated work environment and have experience of selling fast moving consumer goods (FMCG), clothes and furniture.

Currently looking for a suitable sales position with a exciting & ambitious company.

### WORK EXPERIENCE

#### ***Retail Store – Coventry***

**SALES CONSULTANT**      June 2008 - Present

Part of a busy team, driving sales of shop products by communicating and listening to customers and ensuring that they receive the highest standards of customer service.

#### ***Duties:***

- Greeting & welcoming all potential and existing customers to the store.
- Matching the customer's needs to the right product.
- Willing to approach customers and able to close a sale.
- Working as part of the sales team providing excellent customer service.
- Taking customer payments in cash or via credit cards.
- Excellent product knowledge.
- Occasionally negotiating with customers on price.
- Dealing with and resolving customer complaints and concerns.
- Building a great rapport with customers.
- Having team meeting and sharing best practice ideas with colleagues.
- Adherence to all Company policies and procedures.
- Maintaining very high merchandising standards.
- Analyzing sales statistics and determining sales potential & inventory requirements.

### KEY SKILLS AND COMPETENCIES

- Strong collaboration, influencing and problem resolution skills.
- Knowledge of selling techniques and merchandising.
- Innovative and persuasive.
- Aware of the latest market trends and up to date on product knowledge.
- Developing new customers.
- Excellent after sales service ensuring the customer has had a good experience.
- Maintaining and demonstrating security and Health and Safety awareness.
- A real flair for selling.
- Ability to work shifts, including overtime, statutory holidays & Sundays.

### ACADEMIC QUALIFICATIONS

BA (Hons)      Retail Management

***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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