

# Michelle Hill

## Sales assistant resume

### KNOWLEDGE OF

*Customer service*

*Merchandising*

*High Street brands*

*Cashing up procedures*

*Up selling*

*Promoting new products*

*Report writing*

*Product launches*

### CAREER OBJECTIVE

A well presented, articulate and smart individual who is very keen on a career in the retail sector. Michelle has a comprehensive understanding of what it takes to be an outstanding sales assistant, and is sure to be a valuable resource to any company that she works for. Right now she is seeking a challenging and rewarding position where she will not only be able to contribute to the improved efficiency and profitability of a company but will also be able to upgrade her skills and experience as well.

### ACADEMIC QUALIFICATIONS

<i>Birmingham South High School</i>	<i>2008 - 2012</i>
Maths	Pass
English	Pass
Geography	Pass
Business studies	Pass
Computer Technology	Pass

### RETAILING SKILLS ACQUIRED WHILST STUDYING

- Giving a friendly and welcoming service.
- Able to accurately determine a customer's needs.
- Knowledge of health and safety issues.
- Operating tills accurately and efficiently.
- Meeting high standards of display and visual merchandising.
- Spotting sales opportunities and then taking advantage of them.
- Knowledge of retailing laws and regulations.
- How to deal with customer complaints.
- Giving information about the features, quality and availability of products.
- Guarding against shoplifting.
- Handling cash and credit card payments.
- Arranging orders and deliveries.

### KEY COMPETENCIES

- Able to handle responsibility and pressure.
- High literacy and numeracy skills.
- Extensive knowledge of IT systems, as well as retailing systems and technology.
- Physically fit with the required stamina to stand for long periods of time.

### SELECTED ACHIEVEMENTS

Successfully completed a four week Advanced First Aid Course  
Was in charge of school shop and boosted sales by 75% over a 3 month period.  
Set up a complaint handling systems on a school project.

### HOBBIES & INTERESTS

Most of my spare time in the evening or weekend is taken up with socialising with my close friends or doing activities that I enjoy, such as table tennis, playing football and improving my French. Team sports or games are a favourite past time of mine as they give me a chance to meet new people and make friends.

**REFERENCES** – Available on request.

### PERSONAL SKILLS

*Friendly and approachable manner*

*Organised*

*Trustworthy*

*Reliable*

*Articulate*

*Team player*

*Attention to detail*

*Quick learner*

### PERSONAL DETAILS

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