***Susan Smith***

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***Personal Statement***

*With seven years’ experience in the retail sector, I have provided high-quality personal service to all customers. I quickly learned all aspects of the roles and gained in-depth stock knowledge to ensure I could handle all customer queries successfully. Proven ability to work well under pressure. Winner of Sales Assistant of the month 4 times in 2021.*

***Key Skills***

* *Motivated and driven to achieve goals and targets.*
* *Show initiative with an emphasis on customer satisfaction.*
* *Pay attention to detail, especially with visual merchandising & promotions.*
* *Complete transactions at the checkout with confidence due to good numeracy skills.*
* *Organised with good time management skills.*
* *Skilled in resolving conflict.*
* *Ability to work under extreme pressure.*

***Employment History***

***Sales Assistant - New Look*** *Oakfield Road**May 2017 – Present*

*Provided a personalised service to all customers. I was able to showcase my love of customer service by ensuring knew about all store promotions and special offers.*

***Key Skills & Achievements***

* *Ensuring an exceedingly high level of customer service.*
* *Handling customer queries patiently and efficiently.*
* *Ensured that the visual merchandising met the company’s high standards.*
* *Strong organisational and planning skills with close attention to detail.*
* *Completing transactions at the checkout.*
* *Gained valuable experience in using effective sales techniques.*
* *Won awards for providing the best customer service on five occasions.*
* *Building great relationships with customers, colleagues, and suppliers.*

***Customer Assistant at Lidl****May 2015 – April 2017*
*Holywood Road*

***Key Skills & Achievements***

* *Processed sales, exchanges, and refunds on a daily basis.*
* *Ensured shelves were fully stocked and matched visual merchandising guidelines.*
* *Tidied and made sure the shop floor was free of obstacles.*
* *Followed company guidelines on retail and security procedures.*
* *Helped customers to make purchasing decisions answering queries.*
* *Worked well under pressure; especially during weekend shifts when the store was busiest.*

***Education & Qualifications***

***August 2014*** *NVQ Qualification: City & Guilds; Retail Level 2*

***August 2012*** *7 GSCEs including English and Mathematics*

***Additional Information***

* *I enjoy going to the gym particularly Crossfit.*
* *I like to crochet and make some of my own clothes.*
* *I keep up to date with the latest innovations in the world of retail.*