

Mandy Town

Junior Sales Assistant

CONTACT DETAILS

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CORE SKILLS

- Customer services
- Retail assistance
- Luxury retail brands
- Customer engagement
- Sales assistance
- Team collaboration
- Cash handling
- Sales
- Service knowledge
- Refund processing

PROFESSIONAL PROFILE

Accomplished sales associate with a successful background in the delivery of exceptional customer service and the ability to assist high-profile customers with the sales of luxury goods.

Demonstrates exceptional communication and robust relationship building skills and encourages team collaboration in order to achieve excellent levels of customer satisfaction. Customer-focused and experienced in retail, with proven ability to work towards and consistently exceeding targets. Committed to the delivery of high service standards, with strong customer care skills and the resourcefulness to deliver consistent sales results.

CAREER SUMMARY

**May 2017 - Present Selfridges, London
Sales Associate**

Outline

Collaborating with a team consisting of 52 members in order to assist customers with the unique selection of luxury products for special occasions for the leading retail store.

Key Responsibilities

- Applying excellent customer service skills whilst offering advice and assistance to customers in a professional and efficient manner
- Working in compliance with high standard company practices and in accordance with luxury brand requirements
- Handling payments and refunds at the busy cash desk and welcoming an average of 50 -70 customers on a daily basis
- Utilising interpersonal and communication skills while engaging with customers to tailor recommendations
- Offering friendly and approachable assistance while ensuring that the shop floor remains clean and tidy
- Meeting and achieving KPIs, exceeding targets and expectations by remaining motivated
- Attending and engaging in team meetings relating to budgets and targets and company updates

Key Achievements

- Worked towards the successful achievement of financial targets ranging from £54K to £115K, on a Saturday during the busy sale period.
- Met and exceeded individual KPI's such as the as the DCC (direct currency converter), a service which allows customers pay in their local currency, with an individual target of 76%.
- Successfully achieved targets related to CA (Customer Acquisitions) by signing up all customers that spent over £500 to the Harrods rewards card.
- Contributed to the achievement of an increase in the NPS (Net Promoter Score), with the Gift Store acquiring the highest score of 75%.
- Successfully hit 100% following mystery shopper attendance, substantially exceeding the target of 94%.