

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
34 Made Up Road*

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.