**Jennifer Garton**

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**WORK EXPERIENCE**

**Penney’s/Primark - Dundrum Town Centre, Dublin (December 2018-Present).**

Working as a sales assistant, mainly in the accessories department. I have also progressed to be a member of the customer service team. This role involves many different tasks to assist both customers and my colleagues.

**Main Responsibilities**

* Assisting customers’ needs, including refunds/exchanges/queries.
* Gaining insight from the customer directly on what makes their shopping experience enjoyable and easy.
* Visual merchandising product displays to reflect current trends.
* Managing queues and complaints in a timely, professional manner.
* General sales duties including till services, serving customers etc.

#### Monsoon Accessorize - Grafton Street, Dublin (September 2015-September 2018).

Worked as part of a small sales team in a busy boutique style, high street retailer. Within 4 years of part time work, I progressed to become a keyholder with some management skills gained throughout my time there.

**Main Responsibilities**

* Keyholding duties including cash management and opening/closing the store.
* Management of a whole shop floor at times including managing colleagues.
* Visual merchandising product displays to reflect current trends.
* Assisting customers on a one-to-one basis with their purchases and general shopping experience.
* Gaining insight from the customer directly on what makes their shopping experience enjoyable and easy.
* General sales duties including till services, serving customers etc.

**Pacific Park - Los Angeles, California (May 2017-September 2017).**

Worked in a busy theme park while on a J1. This was an extremely fast paces environment which had a lot of strict safety rules.

**Main Responsibilities**

* Operating rollercoasters and amusement rides with high safety standards.
* Managing extremely complicated machinery in an extremely high energy environment.
* Assisting the public with not only matters relating to the park, but in the surrounding area.
* Ensuring all guests were safe and enjoying their time in the park.

**River Island Dundrum Town Centre, Dublin (July 2015-September 2015).**

This was my first job in retail, I was a general sales assistant working on the floor and in the stock room as part of the fast-paced sales team.

**Main Responsibilities**

* Assisting in fitting rooms, ensuring customers were being served.
* Being on alert on the shop floor for theft and stock control.
* Ensuring sections were clean and safe for customers and staff to work.
* Processing stock to be sold on the floor and online.

**SKILLS**

* Fully competent in Excel, PowerPoint and Google Analytics.
* Good knowledge of visual merchandising in a wide range of markets.
* I am a team player who likes to see a project carried out to the highest standards right up until submission.
* I am an adaptable individual who likes to try my hand at many operations within the scope of my job.
* I am a self-motivating, fast learner who always wants to upskill.
* Fully CPR trained by the Irish Heart Foundation.

**EDUCATION & QUALIFICATIONS**

**Institute of Technology Tallaght** (2016 – 2020)

**Bachelor of Arts (Honors) in Advertising & Marketing Communications**

**1st Year GPA:** 3.15 **2nd Year GPA:** 3.00 **3rd Year GPA:** 2.90

**SIGNIFICANT PROJECTS UNDERTAKEN**

**Kinetic Industry Project:**

This was a program held within TUD Tallaght Campus for a selected group of 3rd year students. Our job as to work in teams to create an out of home ad campaign for Deep River Rock water. I acted as account manager and creative manager for the team. My responsibilities included:

* Reporting to our coordinator on a regular basis with our progress,
* Managing my team to focus on current tasks, and motivating them through the times of high pressure,
* Creating an effective creative that reflected the results of primary and secondary market research.

From market research, the big idea to media spend, myself and my team created a campaign we felt represented the brand, and their sponsorships well. It was an enjoyable and busy experience to learn exactly ow to carry out a full out of home campaign.

**INTERESTS & ACHIEVEMENTS**

* Former entertainments officer in TU Dublin, Tallaght Campus. Duties included contacting companies that would engage students and organising both domestic and international events for the students.
  + Represented Ireland for 7 years at the European Music Games in Kerkrade Holland.
  + 4 Time all Ireland music games champion.
  + 1-time European Champion in dance.
  + I am interested in writing and have blogged casually since 2015, from this I have appeared on Ireland AM, and various radio shows to discuss modern Ireland and social media.

**REFERENCES**

Available on request