

**Personal Statement**

As someone who has dedicated years to the retail industry, I am now eagerly seeking a new and challenging career path. I am driven by a strong work ethic and a determination to excel in every endeavour. My journey as a retail merchandiser with Express Vending has been marked by significant achievements, including notable improvements in sales performance.

In my role, I was entrusted with meeting key performance indicators (KPIs) and targets, while also ensuring the seamless operation and maintenance of vending machines, often utilizing company vehicles. This experience honed my ability to manage responsibilities effectively and deliver results in a fast-paced environment.

Moreover, my background includes a solid understanding of electrical installation and motor vehicles, skills that I am confident will be invaluable in my future endeavours. I pride myself on being a dedicated and quick learner, adaptable to evolving situations and versatile in handling diverse tasks.

Now, armed with a wealth of transferable skills and a fervent desire for growth, I am actively seeking fresh challenges and career opportunities where I can leverage my abilities to make a meaningful impact.

**Key Knowledge, Skill and Expertise**

- **Skills:** Software developer, Merchandising, Vehicle maintenance, Electrical installation, Stock Inventory Control, Payroll management, Microsoft Office
- **Soft Skills:** Teamwork, Motivated, Attention to details, Fault finding, Problem solving, Communication skills, Time keeping.
- **Language:** Fluent English and Cantonese

**Career History****IT career switch**

Software Programmer

**Student** – Jan 2023 to Present

**Express Vending Ltd**

*Merchandiser / Driver*

*July 2019 - December 2022*

- Conducted merchandising activities for Express hubs and vending machines, ensuring optimal product presentation and availability to maximize sales.
- Managed and ordered stocks to maintain appropriate inventory levels and meet customer demands effectively.
- Implemented strategies to maximize sales and minimize wastage, optimizing profitability for the company.
- Provided regular servicing and maintenance for vending machines to ensure functionality and customer satisfaction.
- Maintained and serviced the delivery van to ensure reliability and safety in transportation operations.

**Sainsbury's Local, Barnet**

*Customer Trading Manager*

*October 2015 - July 2019*

- Oversaw the day-to-day operations of the store and effectively managed a team of employees.
- Analysed reports and sales forecasts to inform decision-making and optimize store performance.

- Implemented strategies to meet and exceed key performance indicators (KPIs), targets, and compliance standards.
- Tracked and updated staff attendance and managed payroll using the Kronos Attendance System, ensuring accuracy and compliance with company policies.
- Monitored sales, labour, waste, and shrinkage reports, taking proactive measures to address any issues and improve efficiency.
- Managed stock inventory, merchandise displays, and cash management processes to maintain optimal levels and minimize discrepancies.
- Implemented promotions and ensured timely replenishment of promotional products to drive sales and enhance customer experience.
- Provided training to new staff members and served as a mentor to the team, fostering a positive and supportive work environment.
- Demonstrated strong problem-solving skills and decision-making abilities to effectively manage challenging situations and resolve issues.
- Ensured the store environment was safe, clean, and presentable always, adhering to health and safety regulations.
- Engaged with customers and aided ensure excellent customer service was consistently delivered, including answering telephone calls and email inquiries promptly and professionally.

### **Sainsbury's Online, Wandsworth**

*Team Leader and Driver*

*February 2015 - October 2015*

- Managed the online operations and led a team of 20 employees, ensuring smooth and efficient workflow.
- Organized delivery routes and assigned drivers, optimizing delivery schedules for timely and accurate order fulfilment.
- Prepared goods for delivery, grouping items efficiently and loading them onto delivery vans with precision.
- Effectively handled customer complaints, ensuring prompt resolution and maintaining high levels of customer satisfaction.
- Maintained warehouse facilities and delivery vehicles to ensure compliance with safety standards and operational efficiency.
- Provided training to new team members and offered ongoing support and guidance to ensure their success and integration within the team.
- Personally conducted deliveries to customers, ensuring that orders were delivered accurately and on time, fostering positive customer relationships.

### **Prosperous Horse Wholesaler, Leicester Square**

*Supplier, Merchandiser, and Driver*

*August 2010 - February 2015*

- Implemented efficient stock tracking and delivery procedures to ensure timely arrivals and adherence to quality standards.
- Managed customer expectations by providing clear communication and proactive problem-solving.
- Organized stock into logical groupings and planned optimal delivery routes, maximizing efficiency and minimizing delivery times.
- Proactively communicated product rates, seasonal promotions, and upselling opportunities to clients, fostering strong client relationships and driving sales.
- Demonstrated exemplary self-discipline and time management skills, consistently delivering orders punctually.

- Facilitated positive and effective communication within the team and with customers, ensuring accuracy in order fulfilment.
- Negotiated pricing and order terms with suppliers, ensuring favourable terms and timely delivery.
- Developed and implemented pricing strategies and sales targets for individual stores, optimizing sales and profitability.
- Implemented cost-minimization strategies to maximize profits while maintaining quality standards.

### **Starbucks Coffee, Victoria**

*Store Supervisor*

*April 2007 - July 2010*

- Orchestrated staff rota and shifts to optimize productivity and maintain seamless operations.
- Managed supplier orders and conducted regular stock counts to ensure adequate inventory levels.
- Handled payment transactions and banking procedures at the end of each business day, ensuring accuracy and security.
- Demonstrated adept problem-solving skills by effectively managing difficult situations and addressing customer complaints with empathy and professionalism.
- Maintained the shop floor's cleanliness and presentation standards, creating a welcoming environment for customers.
- Provided exceptional customer service during order-taking processes, ensuring a positive experience for every patron.
- Enforced strict quality control measures to uphold the standards of drinks and food items, ensuring consistency and customer satisfaction.

### **Cong Ly Wholesale Supplier, London**

*Supplier and Driver*

*2002 - 2007*

- Managed quality control processes to ensure the delivery of high-quality products to customers.
- Oversaw stock control and account management, maintaining accurate records and facilitating seamless transactions.
- Implemented effective cash flow management strategies to optimize financial operations.
- Handled incoming telephone calls and email inquiries, providing prompt and professional assistance to customers.
- Successfully managed order taking, upselling, and customer interactions to foster strong and lasting relationships.
- Ensured timely delivery of goods and facilitated payment processing, prioritizing customer satisfaction.
- Developed and maintained a delivery schedule to meet customer demands efficiently.
- Conducted regular maintenance and servicing of delivery vehicles to ensure safe and reliable transportation of goods.

### **Education and Qualifications**

Jan 2022 to Present

IT career switch

**Software Development**

HTML & CSS, JavaScript, Python, Node.js, Express.js

Jun 2016

Sainsbury's Company, London

**Personal Licence Holder Training**

May 2016 to 2019

Sainsbury's Company, London

**Store Lead Management Training**

Included: Store Operation, Labour Management, Staff Performance Management, Manage Fire and Evacuation, Manage Safe and Secure Workplace, Handle Food Safely, Risk Assessment

Jan 2016

Sainsbury's Company, London

**First Aid Training**

Sep 2009 to Jul 2011

Vauxhall College, London

**Electrical Installation - Level 3, 17<sup>th</sup> edition**

**Electrical Technical Services - Level 3 Diploma**

Included: Health and Safety within Electro Technical Workplace, Technical Information, Electrical Principle, Installation of Electrical System, Health and Safety Practice and Environmental Management, Working Effectively in Organisation, Applications of Electrical and Electronic Principles, Design and Install Electrical Circuit and System, Inspection, Testing and Commissioning, Fault Diagnosis and Rectification

Sep 1999 to Jul 2001

Kingston College, Kingston upon Thames

**Motor Vehicle - NVQ Foundation Level 1**

Included: Vehicle Inspection, Repair and Servicing,

**Hobbies and Interests**

In my leisure time, I find fulfilment in a variety of activities that invigorate both my body and mind. Playing sports, particularly engaging in team-oriented activities, fuels my competitive spirit and fosters camaraderie with fellow enthusiasts. Additionally, I relish the serenity of hiking amidst nature's splendour, finding solace and inspiration in its vast landscapes.

A strategic thinker at heart, I enjoy the intellectual challenge and social interaction that comes with playing chess, often engaging in friendly matches with friends to unwind and stimulate my mind.

Socializing is a cornerstone of my life, and I take pleasure in organizing group activities that bring together friends from different spheres, creating memorable moments and strengthening bonds.

Family holds immense significance for me, and I cherish the time spent with loved ones, whether gathered at home for cozy gatherings or celebrating milestones together.

An avid traveller, I am passionate about exploring new cultures and expanding my horizons. Memorable journeys to Bali and Thailand have enriched my life with vibrant experiences and deepened my appreciation for diversity. In recent years, my adventures have taken me to captivating destinations such as the Philippines, Turkey, and Spain, each offering its own tapestry of sights, sounds, and flavours to savour.

**REFERENCES AVAILABLE UPON REQUEST**