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| **OLIVIA DAVIES**  Sales Consultant | |  |  | |
| **T** | 05911 135476 | |
| **E** | olivia.davies@gmail.com | |
| **A** | 38 Queens Road, London, NW14 9EG | |
| **L** | linkedin.com/in/olivia.davies | |
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| **PERSONAL STATEMENT** | | | | |
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| Outgoing and motivated recent graduate with strong people skills and business acumen developed through part-time retail and customer service roles. Experienced in engaging with customers, providing tailored product recommendations, and exceeding sales targets in part-time settings. Eager to begin a full-time career as an Entry Level Sales Consultant with Groupon. | | | | |
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| **EDUCATION** | | | | |
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| * **University of Leeds (20XX-20XX)** | **BA (Hons) Business Studies, 2:1** | | | |
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|  | *Relevant Modules*  Sales and Customer Relationship Management, Digital Marketing and E-commerce, Market Research and Consumer Behaviour, Strategic Business Management | | | |
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|  | *Dissertation Topic*  The Impact of Digital Sales Strategies on Purchasing Behaviour | | | |
|  |  | | | |
| * **King Edward VII - Upper School, Sheffield (20XX-20XX)** | **A-levels**: Maths (A), French (A), Economics (A)  **GCSEs**: 10 A-C including Maths, English, Combined Science,  and Geography | | | |
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| **WORK EXPERIENCE** | | | | |
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| **PRIMARK, Manchester**  *Retail Assistant* | | | | **December 20XX - Present** |
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| * Assist 100+ customers daily in a fast-paced retail environment, providing personalised shopping recommendations and upselling promotions * Consistently achieve weekly sales targets, contributing to a 10% increase in seasonal sales in 20XX * Manage product displays to ensure high visibility of new and discounted items, resulting in a 15% increase in promoted items * Deliver exceptional customer service, regularly receiving positive feedback from customers and colleagues * Onboarded 3 trainee retail assistants, ensuring familiarity with store guidelines and ensuring the new hires felt confident and supported in their new roles | | | | |
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| **MANCHESTER METROPOLITAN UNIVERSITY BOOKSTORE, Leeds**  *Shop Assistant* | | | | **May 20XX – November 20XX** |
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| * Responded to customer queries, provided product information, and handled returns, achieving a 90% customer satisfaction rate * Assisted with stock replenishment and inventory management, ensuring the store was always well-stocked * Developed strong communication and problem-solving skills through daily interactions with customers and team members | | | | |
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| **KEY SKILLS** | | | | |
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| Customer engagement **|** Building rapport **|** Upselling techniques **|** Interpersonal skills **|** Time management | Digital sales tools (Salesforce, CRM platforms) **|** Conversational German | | | | |
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| **HOBBIES & INTERESTS** | | | | |
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| Avid cyclist, regularly participating in regional races **|** Amateur viola player  **|** Enjoy socialising with friends | | | | |
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Best regards,

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