

# OLIVIA DAVIES

Sales Consultant

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## PERSONAL STATEMENT

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.

## EDUCATION

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|---|---|
| • University of Leeds (20XX–20XX)                       | <b>BA (Hons) Business Studies, 2:1</b><br><br><i>Relevant Modules</i><br>Sales and Customer Relationship Management, Digital Marketing and E-commerce, Market Research and Consumer Behaviour, Strategic Business Management<br><br><i>Dissertation Topic</i><br>The Impact of Digital Sales Strategies on Purchasing Behaviour |
| • King Edward VII – Upper School, Sheffield (20XX–20XX) | <b>A-levels:</b> Maths (A), French (A), Economics (A)<br><b>GCSEs:</b> 10 A–C including Maths, English, Combined Science, and Geography   |

## WORK EXPERIENCE

- |  |                                |
|--|--------------------------------|
| <b>PRIMARK, Manchester</b><br><i>Retail Assistant</i>  | <b>December 20XX – Present</b> |
| <ul style="list-style-type: none"><li>Assist 100+ customers daily in a fast-paced retail environment, providing personalised shopping recommendations and upselling promotions</li><li>Consistently achieve weekly sales targets, contributing to a 10% increase in seasonal sales in 20XX</li><li>Manage product displays to ensure high visibility of new and discounted items, resulting in a 15% increase in promoted items</li><li>Deliver exceptional customer service, regularly receiving positive feedback from customers and colleagues</li><li>Onboarded 3 trainee retail assistants, ensuring familiarity with store guidelines and ensuring the new hires felt confident and supported in their new roles</li></ul> |                                |

- 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

Customer engagement | Building rapport | Upselling techniques | Interpersonal skills | Time management | Digital sales tools (Salesforce, CRM platforms) | Conversational German

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## HOBBIES & INTERESTS

Avid cyclist, regularly participating in regional races | Amateur viola player | Enjoy socialising with friends

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Best regards,

A handwritten signature in black ink that reads "The CVGenius Team". The signature is written in a cursive, flowing style with a horizontal line underneath the words.