Leanne Bedeau-Rogers

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Professional Summary:

Dynamic and motivated professional with a diverse background in customer service, sales, and management, seeking to leverage my skills and experience to excel as an estate agent. Driven by the high earning potential and career growth opportunities in real estate, I am passionate about helping people achieve their dreams of buying or selling properties. With a strong foundation in customer relations, sales techniques, and market knowledge, I bring a unique blend of empathy, communication, and problem-solving skills to the table. Eager to apply my extensive experience in a new role, I am committed to making a successful transition into real estate.

Throughout my career, I have consistently exceeded sales targets, enhanced customer experiences, and developed innovative solutions to complex challenges. My experience as aretail professional, visual merchandiser, retail supervisor, and customer service agent has equipped me with a keen eye for detail, exceptional organisational skills, and the ability to manage multiple tasks efficiently. Additionally, my personal experience as a caregiver has strengthened my patience, empathy, and resilience, making me well-suited to navigate the often emotional and stressful process of property transactions.

Key Achievements:

- **Retail Professional/Sales Adviser:** Consistently exceeded monthly sales targets by 15-20% through effective upselling and product recommendations.
- **Visual Merchandiser:** Designed and executed a holiday window display that increased foot traffic by 25% and revamped store layout leading to a 15% increase in average transaction value.
- **Retail Supervisor:** Reduced staff turnover by 20% through improved training and mentoring programs.
- **Customer Service Agent:** Developed strong communication skills, handling customer inquiries and complaints effectively.
- **Carer to Autistic Son:** Developed a visual schedule system that improved daily routines by 80% and implemented sensory integration techniques that reduced meltdowns by 60%.

Core Competencies:

- **Customer Service Excellence:** Proven ability to interact with diverse clients, understand their needs, and provide personalised service.
- **Sales and Negotiation:** Skilled in sales techniques and persuasive communication, essential for closing deals and negotiating favourable terms.
- **Communication Skills:** Strong verbal and written communication abilities, crucial for explaining complex processes, marketing properties, and coordinating with stakeholders.
- **Attention to Detail:** Expertise in staging homes and preparing property listings, ensuring properties are presented in the best possible light.

- **Problem-Solving:** Creative and proactive approach to resolving challenges, leveraging strong analytical and decision-making skills.
- **Time Management and Organisation:** Exceptional ability to manage multiple clients and properties, prioritising tasks effectively.
- **Empathy and Patience:** Enhanced through caregiving experience, vital for guiding clients through emotional transactions.
- **Adaptability:** Ability to thrive in dynamic environments, quickly adjusting to market changes and client needs.
- **Local Market Knowledge:** In-depth understanding of the North West London real estate market, with specific insights into NW10, NW2, and NW6 areas.

I am enthusiastic about the opportunity to contribute my unique skill set to a reputable real estate agency and help clients navigate the property market with confidence and ease. My dedication to continuous learning and professional development ensures that I stay updated with the latest industry trends and best practices, enabling me to provide top-notch service to every client.

Work Experience:

Carer to Autistic Son *Personal Experience*
Ongoing

- Developed a visual schedule system that improved the child's ability to follow daily routines by 80%.
- Implemented sensory integration techniques that reduced meltdowns by 60% over three months.
- Collaborated with therapists to help the child catch up with developmental milestones.

Visual Merchandiser *Adidas, London*
2013 – 2018

- Designed and executed a holiday window display that increased foot traffic by 25% compared to the previous year.
- Revamped store layout, resulting in a 15% increase in average transaction value.
- Demonstrated creativity and attention to detail in creating appealing visual displays.

Retail Professional/Sales Adviser *Adidas, London*
2011 – 2013

- Consistently exceeded monthly sales targets by 15-20% through effective upselling and product recommendations.
- Developed strong customer relationships, ensuring repeat business and high customer satisfaction.
- Gained extensive product knowledge, enabling effective communication of product benefits to customers.

Retail Supervisor *Millies Cookies, London*
2008 – 2011

- Reduced staff turnover by 30% with enhanced training programs.
- Managed daily operations, including inventory control and customer service.

Education

Diploma in Interior Design
Oxford Home Study Centre, Online
May 2024

- Relevant coursework: Residential Interior Design, Commercial Interior Design, Principles of Space Planning
- Achievements: Completed with Distinction

Bachelor of Science in Computer Science (Games Programming)
Kingston University, London, UK
Graduated in 2012

- Relevant coursework: Software Development, Project Management, Graphics Programming
- Achievements: Developed a final year project that was showcased at a university expo

Certifications and Licenses

Diploma in Interior Design
Oxford Home Study Centre, Online
May 2024

Additional Information

Interests:

- Passionate about interior design and often help friends and family with home decor.
- Enjoy staying updated with the latest real estate market trends and property investment strategies.
- Active participant in local events.