

Daniel Yeung

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Work Experience

Sales Activities Co-worker

IKEA Canada – Toronto, ON
April 2022 – Present

- Used effective communication skills to actively approach customers and find appropriate products for their needs
- Processed customer orders on sales floor, utilizing mobile devices as well as stationary terminals
- Ensured department zone was tidy and well presented, by replenishing stock, as well as changing layouts depending on available stock
- Responsible for store vitality and co-ordination areas, ensuring that products are stocked and displayed attractively, and that products are appropriate to the intended aesthetic of the display
- Worked with Communications & Interior Design team to launch new products and collaborations, by removing previous stock, adjusting fixtures and ensuring new products are shelved attractively

Advanced Store Associate

Uniqlo Canada – Toronto, ON
September 2019 to April 2022

- Led sales floor team as Sales Floor Leader, delegating tasks to sales associates based on Key Performance Indicators and adapting to daily customer footfall
- Analyzed daily and weekly performance of Men's and Women's Cut and Sewn Divisions, liaising with store managers regarding inventory stock and sales floor layout to maximize sales and avoid overstock or stock-out situations
- Helped develop staff by providing training and constructive feedback to staff members, ensuring that staff members met the standards of UNIQLO's vision, values and mission
- Demonstrated organization and attention to detail by receiving inventory deliveries by using RFID system to match delivered items with shipping schedule
- Fulfilled O2O Online orders by picking, scanning, packaging and sorting items accurately for in-store pickups of customer orders, meeting order expiration deadlines and ensuring customers were satisfied with their online purchasing experience

Cashier/Cook

Teriyaki Experience – Mississauga, ON

November 2015 to January 2016

- Welcomed customers with effective communication skills by greeting them as they approached the register and taking their orders accurately
- Took and returned change efficiently when working at the register
- Closed register at end of day, making sure that receipts matched sales in the system
- Prepared meals in accordance to predefined portions and cooking times to ensure customer satisfaction and safety
- Took initiative when taking an order from a deaf customer by providing a pen and paper to accommodate his hard of hearing

Education

Diploma

John Fraser Secondary School – Mississauga, ON

2013

Skills and Traits

- Adaptable
- Communication
- Customer Service
- Teamwork
- Problem Solving
- Works well under pressure