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| **Jack McLaughlin** | | | | | | | | | |
|  | | Retail Sales Associate | |  | | | | | |
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| Phone  07123 456 789 | Email  jack.mclaughlin@gmail.com | | Location  47 Queensferry Road,  Kilmarnock, KA2 5PK | | | | | | LinkedIn  linkedin.com/in/jmclaughlin |
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| Personal Statement | | | | | | | | | |
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| Enthusiastic and driven retail-industry professional **with 6+ years of experience** providing unsurpassed customer service and regularly exceeding sales goals. Skilled communicator and problem solver with a proven ability to interact with a diverse range of clientele, demonstrating patience and professionalism to resolve high-stress situations. | | | | | | | | | |
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| Work Experience | | | | | | | | | |
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| **Customer Service Manager** | | | | | | | | | |
| NEXT, Kilmarnock | | | | | | | June 2021–present | | |
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| * Direct a cross-functional team of 15+ customer service associates and representatives,   helping them set and achieve both personal and team sales goals   * Ensure positive shopping experience for all clients, increasing customer satisfaction   rate by 47% since my June 2021 start date   * Collaborate with the supervisor to train 7 new associates on how to handle   escalated problems, reducing customer escalation rate by 17%   * Introduced incentive programmes and effective customer service strategies | | | | | | | | | |
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| **Customer Service Associate** | | | | | | | | | |
| HOUSE OF FRASER, Glasgow | | | | | | | | | July 2019–June 2021 |
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| * Played a key role as part of an 11-member team in maintaining an organized, clean, and customer friendly store * Met and exceeded all assigned sales goals, increasing sales growth by 7.4% * Achieved Customer Service Associate of the Year Award 3 years in a row * Consistently exceeded personal and store KPIs by 15% | | | | | | | | | |
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| **Customer Service Representative** | | | | | | | | | |
| HOUSE OF FRASER, Glasgow | | | | | October 2016–June 2019 | | | | |
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| * Attended and responded to 74+ customer calls daily regarding product usage, billing issues, and company information * Responded to product/service queries in a courteous manner, enhancing new customer NPS scores by 12% * Maintained 99% positive customer feedback rate * Entered customer orders into Salesforce for products or services * Processed refunds and made billing adjustments with 100% accuracy over 2+ years | | | | | | | | | |
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| Education | | | | | | | | | |
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| **Northumbria University, Newcastle-upon-Tyne** | | | | | | September 2013–October 2016 | | | |
| BA (Hons) Business Management — upper second-class honours (II.i) | | | | | | | | | |
| Dissertation Topic: Implementation of Effective Sales Strategies | | | | | | | | | |
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| **Gosforth High School, Newcastle-upon-Tyne** | | | | | | | | July 2010–June 2013 | |
| A-Levels: Business Studies (B), History (C), Maths (B) | | | | | | | | | |
| GCSEs: 10 A\*–C, including English, Maths, and ICT | | | | | | | | | |
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| Additional Skills | | | | | | | | | |
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| * Highly organised and effective communicator with all levels of management, peers, and diverse cultural audiences * Technically proficient in using Point of Sale software (TokenWorks, Magnetic Card Reader, and Plexis POS) * Skills at MS Office (Word, Excel, and PowerPoint) * Bilingual, fluent in English and French * Solid expertise in upselling, conflict resolution, and client relationship building * Excellent interpersonal, communication, analytical, and organisational skills | | | | | | | | | |
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| Hobbies & Interests | | | | | | | | | |
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| Ukulele playing | Pub quizzes | Attending science-fiction conventions | | | | | | | | | |
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