

## WORK EXPERIENCE

### Apple Retail

08 2021 - Present

#### *Operations Specialist, Stratford City, London*

- As an Operations Specialist, I am well versed in thinking quickly on my feet, providing solutions based on the store's needs and keeping up-to-date with Apple's new products and features.
- My role involves maintaining inventory, running out products to the shop floor and Genius Bar, creating and validating boxes and pallets to be sent back to the warehouse, posting and putting away deliveries and doing everything I can to ensure the smooth operation of the whole store.
- I have been recognised by leaders for my inquisitiveness and ability to create results. For example, I am the 2nd highest runner in the store year to date with an average delivery time of 1min 33secs which is well under our target of delivery under 2mins.
- When I was a Specialist, I achieved a Net Promoter Score of 100 which means that every customer who gave me feedback was very satisfied with my service. I also drove results, for example, I made a sale of around £5000 in one transaction and made a business introduction to the same customer. I have also been commended for my initiative and problem solving capabilities.

### Office Shoes

01 2020 - 07 2021

#### *Sales Assistant, Preston, UK*

My role included using my understanding of product knowledge, visual merchandising and consumer trends to sell shoes to customers that fulfil their needs.

- I was meeting hourly sales targets and using my sales experience to upsell products to customers and working with the rest of the team to ensure we all met our sales targets.
- I used my multiple interests across languages, academics, music and technology to relate to, align with and assure customers during our interactions.

### Freelensia

06 2019 - 09 2019

#### *Startup Specialist, Ho Chi Minh, Vietnam*

My role included creating online marketing campaigns; translating website content and marketing emails; building databases and analysing data with Excel and Google Sheets; helping to improve business processes and conduct specialised research in order to break into the global market.

### The Advocacy Academy

08 2018 - 01 2021

#### *Alumni Changemaker, London, UK*

My role included leading, inspiring and providing pastoral care to the participants, ensuring their safety and assisting their personal development through days of intense activities. I also held responsibility for several of the logistical elements of the programme.

## EDUCATION

### University of Central Lancashire

Preston, UK— BA (Hons) Business Management and Chinese, 2018-2021. 2:1 achieved

## SKILLS

French- intermediate level

Yoruba- native fluency

Mandarin- intermediate level (HSK 3)

Intern Vietnam Scholarship recipient

Confucius Institute Scholarship recipient

Playing instruments, using Logic Pro, using Final Cut Pro

## HOBBIES & INTERESTS & OTHER RELEVANT ACTIVITIES

The Halo Collective Co-founder and Organiser

BMC Consultancy Outreach programme

Course Representative of Business Management and

Chinese course

Culture and Diversity Officer

Secretary of the African Caribbean Society