

Jack McLaughlin

Retail Sales Associate

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Location

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LinkedIn

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Personal Statement

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.

Work Experience

Customer Service Manager

NEXT, Kilmarnock

June 2021–present

- 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

Customer Service Associate

HOUSE OF FRASER, Glasgow

July 2019–June 2021

- 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%

Customer Service Representative

HOUSE OF FRASER, Glasgow

October 2016–June 2019

- 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

Education

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

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

Additional Skills

- 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

Hobbies & Interests

Ukulele playing | Pub quizzes | Attending science-fiction conventions

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Best regards,

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

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