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### Summary

Dedicated team member with 3 years of retail experience. provide first-rate customer service in all interactions to drive revenue and build customer loyalty. seeking entry into manager training programme. friendly sales associate proficient in managing all areas of sales and customer service in face-paced retail environments. I'm an excellent multitasker and team player with strong customer service focus. i consistently meet and exceed sale quotas, i also find myself a talented and hardworking team member prepared to contribute to business success. experienced in providing high quality work.

i have recently been promoted to team leader in my job role which comes with a lot more responsibility which has allowed me to learn new things.

### Experience

RETAIL TEAM MEMBER | 09/2020-05/2023

RETAIL TEAM LEADER 05/2023- current

home bargains-blackburn-Lancashire

- trained all new sales employees on effectiveness techniques
- drove team success by completing jobs quickly and accurately
- looked for ways to go above and beyond job requirements
- worked collaboratively with wider teams to achieve daily tasks against tight

deadlines

- used exceptional communication skills to build positive customer relations.
- maintained a clean and tidy work area. minimising potential health rush's and trip

hazards

- maximised customer satisfaction by quickly addressing and resolving complaints

with service

### Skills

- active listening
- verbal communication
- team player mentality
- listening skills
- excellent communication skills
- merchandising knowledge
- outgoing personality
- customer service
- health and safety standards
- professional appearance
- team player

### Education

Blackburn college- blackburn- lancashire

Certificate of higher education

Business-2020

in this subject i achieved a double pass at a level 2

Our Lady's and St. john Catholic College- blackburn- lancashire

GCSE

English literature/ English language/ Maths/ Science

in these subjects i achieved a C grade