

Adam Martone

Sales assistant - Marks and spencer

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I have worked in sales for 16 years. I'm always looking for a new challenge and to learn more.

Willing to relocate: Anywhere

Personal Details

Eligible to work in the UK: Yes

Highest Level of Education: GCSE or equivalent

Industry: Customer Service, Retail, Sales

Total years of experience: 16

Work Experience

Sales Advisor

IKEA-Manchester

March 2019 to Present

Ikea is a super fast paced company to work for, and always keeps you on your toes. No two days are ever the same. In the time I've worked for Ikea there has been many department targets in which we've always pushed to achieve. Within that there has been opportunities for me to step out of my comfort zone and step up to the tasks. Day to day tasks involved helping customers, understanding their needs and helping customers find the correct items. Our days are split into two halves morning duties and afternoon evening duties.

Morning duties

- Making sure shop floor is clear and tidy .
- Help the through the night team with delivery .
- Organise and put out loose hands.
- Look for damages. Products, shelf's and displays.
- Pricing and new for old displays.
- Fill display functions.

Afternoon/evening duties

- Delivery note for the next day.
- Check warehouse stock, add stock to delivery.
- Cardboard to the compactor.
- Collect customer returns.

Sales assistant

Marks and spencer-Manchester

November 2016 to March 2019

While working for Marks and Spencer I have been trained on various departments such as, fresh produce, chilled sections, ambient and celebrations. I was also trained within the In store bakery and warehouse, handling inbound stock offloading and loading of deliveries. Doing daily customer service duties, such as processing sales, helping customers, providing refunds and exchanges and handling complaints to customers in store or over the telephone. Replenishing stock and arranging promotional displays, greeting customers and identifying their needs and making product recommendations.

Sales assistant

Sainsbury's-Manchester

September 2008 to September 2014

I worked at Sainsbury's for five years, whilst working at Sainsbury's I gained skills in various areas of the store

these include Fresh Foods, Checkouts and the Customer Service Desk. In the fresh foods department I helped

replenish shelves, co-checked and ensured that the Fridges were cleaned on a regular basis. I also helped on groceries and even worked in the in store café where I helped serve food and assist customers where necessary.

As well as this I made sure I interacted well with customers this was to allow that the best help and advice was

given. I also worked and liaised with other members of staff within the store to ensure the shelves were stocked,

kept tidy and that we worked as a team. I am highly trained in various areas when it comes to retail but I am

willing to learn and gain new skills.

Education

GCSE in Maths

Hyde technology school - Manchester

2008

Skills

- Customer Service (8 years)

Additional Information

SKILLS

Time keeping, Quick learner, Stock checking, Organisation, Listening to customer complaints, Customer

satisfaction, Computer skills, Money handling, Flexibility, Positive attitude