

Professional Profile

'An accomplished professional with extensive experience across all elements of the retail sector. I am a specialist in customer service, calm and composed under pressure.

Personable and approachable, I have been overseeing staff and ensuring excellent service, verifying credit and ensuring comprehensive knowledge of products.

Target-focussed and motivated, I am always seeking the next logical step in my career. My self-motivated nature means I am seeking a role that offers a challenge and extensive knowledge.

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Core Skills

- Portfolio management
  - Target setting and achievement
  - Exemplary customer service
  - Fair & honest
- Land your perfect job quickly
- Team leadership
  - Sales and marketing
  - Inventory management
  - Customer service

Career History

May 2018 - Present

Handpicked to join the team, I have been responsible for understanding and demonstrating the company's vision and duties.

Key Responsibilities

- Interacting with customers, understanding their requirements and providing excellent service.
- Starting and maintaining a high level of stock, ensuring the department is always well-stocked.
- Verifying credit and ensuring comprehensive knowledge of products and services.
- Fielding customer queries and providing excellent service.
- Promoting the company's products and services.
- Monitoring and maintaining the company's standards.
- Reporting to customers.
- Maintaining the company's standards.

Key Achievements

- Maintained a high level of stock, ensuring the department is always well-stocked.
- Promoted the company's products and services.
- Monitored and maintained the company's standards.

June 2017 - May 2018

Responsible for the day-to-day running of the department, ensuring the highest standards of service and maximising sales.

Key Skills

- Team leadership
- Sales and marketing
- Inventory management
- Customer service

- Responded to client complaints, promptly resolving any issues to avoid unnecessary escalation.
- Carefully planned and delivered projects, ensuring all tasks were completed on time and to budget.
- Offered support and advice to clients, ensuring they were fully informed of all options.
- Recorded contact details and feedback, ensuring all information was up to date.
- Endorsed additional services, ensuring they were of high quality and met client needs.

### Key Achievements

- Attained the highest possible score in the company's annual performance review, exceeding all KPIs and targets.
- Successfully managed a team of 10 staff, ensuring all tasks were completed on time and to budget.
- Selected to complete a project worth over £50,000, ensuring all tasks were completed on time and to budget.
- Provided support and advice to clients, ensuring they were fully informed of all options.
- Initiated critical path analysis, ensuring all tasks were completed on time and to budget.
- The first of its kind in the company, ensuring all tasks were completed on time and to budget.

### Sep 2012 – Present

Recruited to complete a range of duties to assist the company in its growth.

### Key Responsibilities

- Acted as the first point of contact for all enquiries or requests, ensuring all tasks were completed on time and to budget.
- Undertook all administrative tasks, ensuring all tasks were completed on time and to budget.
- Monitored and reported on the progress of all projects, ensuring all tasks were completed on time and to budget.
- Interacted with clients, ensuring they were fully informed of all options.
- Processed all orders, ensuring all tasks were completed on time and to budget.
- Maintained the company's website, ensuring all tasks were completed on time and to budget.

### Key Achievements

- Entrusted with the responsibility of managing the company's finances, ensuring all tasks were completed on time and to budget.
- Nominated as the company's representative at the annual conference, ensuring all tasks were completed on time and to budget.
- Handled all client enquiries, ensuring they were fully informed of all options.

### May 2011 – Sep 2012

Stationed at the company's headquarters, with a focus on resolving difficulties and ensuring all tasks were completed on time and to budget.

### May 2010 – May 2011

Supervised the company's H&S procedures, ensuring compliance with all relevant legislation in England and Wales.

### Jan 2009 – May 2010

## Education

- A Level
- GCSE
- BTEC

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