

MARY JONES

CUSTOMER ASSISTANT

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Summary

A well presented, intelligent and highly focused individual who is keen on a career in the retail industry. Possessing a record of delivering great service, achieving targets, as well as recognising and developing opportunities, doing all of this whilst contributing to the overall performance of a team. Someone who is able to work alone or as part of a group, and who readily understands the importance of valuable customer service and of creating a good impression with patrons. Experienced in greeting people at a welcome desk, serving over a counter or discussing in detail a client's needs over the telephone. Mary is currently looking to join a reputable and forward thinking company like yours where apart from contributing to the success of your business, she will also have opportunities to develop and advance her career.

Key Skills

Sales

Up selling
Customer interaction
Merchandising
Selling techniques
Product demonstration
Query resolution
Customer care
Visual merchandising
Relationship building

Retail

Brand management
Cataloguing techniques
Office administration
Product advertising
Commercial awareness
Plenty of stamina
Conflict resolution
Smart appearance
Competitor analysis

Personal

Attention to detail
Communication skills
Good IT knowledge
Presentation skills
Problem solving
Analytical mind
High levels of integrity
Negotiating
Good listener

Work experience

CUSTOMER ASSISTANT

May 2011 - Present

Retail Shop - Birmingham

Based in a busy shop, providing a friendly and helpful service to customers. Responsible for from stock rotation, supporting warehouse staff with deliveries, and ensuring aisles are kept tidy and clear. Working as part of a team to hit sales targets and make the branch a success.

- Maintaining high standards of cleanliness in all public areas.
- On the front line meeting, greeting and serving customers.
- Informing customers of any collection times or delivery dates.
- Resolving disputes and customer complaints.
- Highlighting special offers and promotions to customers.
- Providing product advice, knowledge and guidance to customers.
- Taking cash from customers and processing their credit card payments.

RETAIL ASSISTANT

Aug 2010 – May 2011

Fashion Store

Education

Birmingham College 2008 – 2010

A Levels: Maths (B) English (A)

Baskerville School 2004 – 2008

GCSEs: Math (A) English (C) Physics (B) Geography (D) Business Studies (C)

References

Available on request.

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