

# Name

Address  
Mob: xxxxxxxx  
Email: xxxxxxxxxxxx

## Profile

A friendly, confident and enthusiastic individual. Can demonstrate success in retail and call centre environments requiring superb interpersonal skills coupled with the ability to perform effectively under pressure. Highly responsible and hard-working, an accomplished communicator with first class telephone manner, strong customer focus and proven ability to cross-sell and to exceed targets.

## Selected Achievements

- Was promoted to supervisor of up to 7 staff in retail outlet, and deputised in manager's absence.
- Consistently achieved challenging productivity targets in both call centre and retail sales environments, and built friendly rapport with customers at the same time. Demonstrated high tolerance for working under pressure during hectic peak sales periods.
- Successfully promoted additional products including loans, mortgages, insurance, and debit and credit cards to Barclays Bank customers.
- Was frequently praised during monthly appraisals for friendly polite manner and ability to remain calm.
- Worked at Argos during demanding run-up to Christmas, and found the fast pace and sense of urgency stimulating and enjoyable.

## Career History

**Feb 2013 – Present**      **ALL ELECTRICALS PLC**      **Sales Assistant**  
**Slough**

Very busy city centre store employing 40 staff. Joined as Sales Assistant and was promoted after only 6 months to Cashier in charge of 5 tills.

- Consistently achieved branch and personal sales targets, ranking in the top 100 nationally.
- Highly responsible position in charge of cashing up, banking, pre-orders, checking off direct debits, completing credit applications, liaising with all staff and cleanliness of desk area.
- Demonstrated commitment and enthusiasm by frequently working overtime (unpaid) to ensure everything was kept up to date.

**Oct 2012 – Jan 2013**      **DOROTHY PERKINS**      **Temp Christmas Sales Assistant**

**Jan 2010 – Oct 2012**      **JONES & SONS**      **Sales Assistant**  
**Maidenhead**

Customer-facing role in highly target-driven High Street jewellery multiple. Left because store closed.

- Met challenging daily and weekly sales targets, and won spa-break for Christmas sales.
- Key holder, and was responsible for weekly high value stock count and daily deliveries.

**May 2008 – Jul 2010**      **EDINBURGH WOOLEN MILL**      **Supervisor**  
**Slough**

High quality retail outlet open 7 days a week and employing 8 staff.

- Joined as Sales Assistant and after 9 months was promoted to Supervisor of up to 7 staff.
- Trained new staff and maintained high standards of display and housekeeping throughout the store.
- Deputised in Manager's absence, responsible for cash and entering payroll data into system.
- Won recognition for highest sales of promoted lines.

**Oct 2007 – Mar 2008 ABACUS RECRUITMENT AGENCY Temp  
Slough**

- 4 months at **Churchills**, a major discount stock broker. After 3 weeks training, joined 60-strong call centre; quoted prices and accepted instructions for share trades. Highly responsible position calling for accuracy, speed and efficiency.
- 5 weeks at **Wexham Park Hospital**; input large volumes of patient records for 18-week Pathway team.

**Feb 2005 – Aug 2007 ABC RECRUITMENT PLC Customer Service Adviser  
Reading**

Leading provider (9,000 employees) of contact centre outsourcing solutions, specialising in promoting third party products and services on the back of incoming customer calls. Part-time position, handled inbound calls for O2 mobile phones. Left as no full time positions available.

- Dealt with range of calls including account queries, complaints and payments.
- Achieved targets for promoting additional services such as international roaming.

**Jan 2004 – Dec 2004 CATALOGUES DIRECT Customer Services Adviser  
Slough**

700-headcount call centre dealing with inbound calls for Great Universal, Kayes and Gratton catalogues. Input orders and promoted special offers and warranties. Left to return to Leeds.

- Achieved challenging 3 minute call turnaround and consistently met targets for selling add-ons
- Input data quickly and accurately, and remained pleasantly assertive and tactful when dealing with customer complaints

**Mar – Aug 2003 MIDLANDS BANK Cashier  
Uxbridge Branch**

Large 8-cashier training branch; left as no local permanent positions available.

- Provided friendly service and developed relationships with regular customers.
- Processed variety of transactions efficiently, and controlled up to £15,000 cash per day.
- Successfully promoted additional products including loans, mortgages, insurance, and debit and credit cards.

**1995 - 2002 Various**

Various temp and long term roles including full-time assistant at family-owned corner shop, temp seasonal cashier at Argos Stores, warehouse picker and packer, laundry operative.

## Education and Training

|      |   |                                  |
|------|---|----------------------------------|
| 2010 | <b>On-going CBT in sales, service, diamonds &amp; watches</b> | Jones & Sons                     |
| 2003 | <b>6-week Customer Service and Upselling Course</b>           | Midlands Bank                    |
| 2004 | <b>6-week Telephone Sales and Customer Care Course</b>        | Catalogues Direct                |
| 1995 | <b>8 GCSE's</b>   | Slough Muslim Girl's High School |

## Personal

Date of Birth: 8 February 1979 Clean driving licence  
Interests: Cooking, reading, music, dancing, yoga, cinema, travel, socialising with friends  
Languages: Fluent English & Gujarati