Carrie Jones

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**SUMMARY**

I am an experienced retail assistant who is highly capable of delivering exceptional customer service in a fast-paced environment. I have always regarded customer service as very simple - treat people as you would want to be treated – so my standards are very high because I love good service! Whether I’m running customers’ purchases through the till or helping them find the perfect outfit, I’m always engaging with people and making friends, because I want them to enjoy themselves, spend lots on our lovely products and come back! I have experience across a wide range of responsibilities and I’m happy to ‘muck in’ and do whatever is needed. I’m looking for a full-time role.

**WORK HISTORY**

**Retail Assistant**

Top Shop, Nottingham : May 2015 – date

In this very busy store, I get the opportunity to serve customers and indulge in my love for fashion at the same time! My duties include:

* Delivering superb service by engaging with customers
* Helping customers to put outfits together (is this even a job? I love doing this!)
* Ensuring I’m up to date with the latest trends and brand best sellers
* Driving use of digital and multi-channel
* Ensuring that visual and brand standards are maintained on the sales floor
* Together with the team, ensuring that we achieve sales and KPI targets
* Ensuring that promotional activity is delivered

I absolutely love my job but unfortunately, I have had to relocate to Derby and the commute is a little too long for me. On the bright side though, I have great references to show you from this position!

**Retail Assistant**

ZARA, Nottingham : May 2013 – APRIL 2015

Working for this fabulous brand within an amazing team, I had a wide range of duties including:

* Meeting, greeting and assisting customers
* Being a personal shopper when a customer asks for help
* Serving customers on the till and in the dressing rooms
* Replenishing stocks on the shop floor during quieter times
* Training new members of the team and providing support
* Following health and safety guidelines at all times

This was another great job that I really enjoyed, and I found it easy to make recommendations to customers as the clothes are so great! I left for a full-time role as this was 25 hours per week.

**EDUCATION**

**GCSEs**

bluecoat comprehensive, nottingham : june 2012

7 GCSEs including English (C) and Maths (B).

**SKILLS**

**Genuine enjoyment of helping others** - to enjoy fashion, feel good about themselves and improve their lives through good product choices.

**Empathy and patience** – I always match my pace to the customer’s, whether they’re looking for a last minute LBD or they want to spend a couple of hours shopping for a whole new capsule wardrobe.

**Friendliness and warmth** – I hate being pounced on by pushy sales assistants who clearly aren’t interested in me at all, so I always employ a more friendly, personal manner with customers. Once I’ve built rapport and trust, they’re happy to hear my recommendations.

**Quick to learn** – both in picking up the role initially (such as how the brand showcases its products, folds its clothes etc) and in learning the new inventory which changed very frequently in both my roles.

**Tech savvy** – My current responsibilities include promoting digital and multi channel content in store which I am very comfortable with. I can also use mobile POS.

**Ability to multitask** – Both of my roles to date have been in very busy environments so I’m very capable of multitasking and priortising, without which Saturdays would be complete chaos!

**Physically fit** – I’m used to being on my feet for long shifts, especially during the sales – and I keep myself fit and healthy by going to the gym.

**Resilient** – I’ve had countless instances of customer complaints to deal with, and I’ve always managed to calm the situation and find a happy solution, without getting stressed or upset.

**Knowledge and expertise** – Not only do I make sure I know the product catalogue (together with fabrics and fits) inside out, I’m also a huge follower of the fashion industry and I’m therefore able to help customers discover and enjoy the latest trends.

**HOBBIES AND INTERESTS**

In my spare time I love going to fashion events – this year to date I’ve attended Haute Couture Paris, London Fashion Week and Harper's Bazaar – 150 years so far. I also love making my own clothes. I visit the gym 3 – 4 times a week to stay in shape and enjoy playing table tennis and badminton with local clubs.

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