

Michelle Hill

Sales assistant resume

KNOWLEDGE OF

Customer service

Merchandising

High Street brands

Cashing up procedures

Up selling

Promoting new products

Report writing

Product launches

CAREER OBJECTIVE

A well presented, articulate and smart individual who is very keen on a career in the retail sector. Michelle has a comprehensive understanding of what it takes to be an outstanding sales assistant, and is sure to be a valuable resource to any company that she works for. Right now she is seeking a challenging and rewarding position where she will not only be able to contribute to the improved efficiency and profitability of a company but will also be able to upgrade her skills and experience as well.

ACADEMIC QUALIFICATIONS

<i>Birmingham South High School</i>	<i>2008 - 2012</i>
Maths	Pass
English	Pass
Geography	Pass
Business studies	Pass
Computer Technology	Pass

RETAILING SKILLS ACQUIRED WHILST STUDYING

- Giving a friendly and welcoming service.
- Able to accurately determine a customer's needs.
- Knowledge of health and safety issues.
- Operating tills accurately and efficiently.
- Meeting high standards of display and visual merchandising.
- Spotting sales opportunities and then taking advantage of them.
- Knowledge of retailing laws and regulations.
- How to deal with customer complaints.
- Giving information about the features, quality and availability of products.
- Guarding against shoplifting.
- Handling cash and credit card payments.
- Arranging orders and deliveries.

KEY COMPETENCIES

- Able to handle responsibility and pressure.
- High literacy and numeracy skills.
- Extensive knowledge of IT systems, as well as retailing systems and technology.
- Physically fit with the required stamina to stand for long periods of time.

SELECTED ACHIEVEMENTS

Successfully completed a four week Advanced First Aid Course
Was in charge of school shop and boosted sales by 75% over a 3 month period.
Set up a complaint handling systems on a school project.

HOBBIES & INTERESTS

Most of my spare time in the evening or weekend is taken up with socialising with my close friends or doing activities that I enjoy, such as table tennis, playing football and improving my French. Team sports or games are a favourite past time of mine as they give me a chance to meet new people and make friends.

REFERENCES – Available on request.

PERSONAL SKILLS

Friendly and approachable manner

Organised

Trustworthy

Reliable

Articulate

Team player

Attention to detail

Quick learner

PERSONAL DETAILS

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