

WILLIAM JONES

UK, LONDON

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PERSONAL PROFILE

Motivated third-year student seeking part-time work in customer service. Eager to leverage exceptional communication and problem-solving abilities to achieve high customer satisfaction. Proven track record in maintaining an organised sales floor, restocking merchandise, and creating captivating displays. Strong focus on providing outstanding service and enhancing the overall shopping experience.

SKILLS

CUSTOMER SERVICE	EXPERT
PRODUCT DEMONSTRATIONS	EXPERIENCED
SALES	EXPERT
MICROSOFT OFFICE	EXPERIENCED
COMPLAINT RESOLUTION	EXPERIENCED
CRM	EXPERIENCED

LANGUAGES

ENGLISH	NATIVE SPEAKER
SPANISH	PROFICIENT

EDUCATION

BACHELOR OF ARTS IN BUSINESS ADMINISTRATION 2021 - Present

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

London

WORK EXPERIENCE

SALES ASSOCIATE 2022 - Present

PRIMARK

London

Deliver exceptional customer service through prompt assistance with product selection and inquiry resolution. Operate the cash register, maintaining a balanced cash drawer. Maintain a neat and organised sales floor, restock merchandise, and arrange displays. Collaborate with team members to meet daily sales targets.

- Consistently surpassed sales targets, achieving a record-breaking 20% monthly sales increase during peak holiday season.
- Recognised by management for exceptional sales performance.

INTERN 2022 - 2023

KARMARAMA

London

Provided valuable support to the marketing team through research, competitor analysis, and drafting social media posts, blog articles, and press releases. Proactively assisted in managing the company's customer relationship management (CRM) system and offered support in customer support, lead management, and event planning.

- Significantly boosted the company's social media presence by creating captivating content.
- Conducted comprehensive research and competitor analysis, providing valuable insights contributing to team strategy.