

# Emma Palmer

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## PROFILE

A pro-active, confident and self-motivated individual with retail experience. Trustworthy, punctual and committed to delivering excellent customer service. A strong team player who enjoys the challenge of new tasks and works confidently under pressure using own initiative to solve problems effectively. Good IT skills and the ability to plan and prioritise workload. Learns new tasks and skills quickly.

## KEY SKILLS / ATTRIBUTES

- Good customer service, communication and time management skills
- Excellent organisational skills with a proactive flexible approach to manage changing priorities
- Enjoys meeting challenges and seeing them through, maintaining high standards throughout
- Demonstrates meticulous attention to detail and high levels of concentration and focus
- Displays a strong personal commitment to successfully completing all projects

## QUALIFICATIONS

- Predicted GCSE grades: English Literature (B), English Language (C), Maths (C), Science (C), IT (C), Textiles (B), French (C) History (D), Religious Studies (B) Imperial High School (2008-2013)

## WORK EXPERIENCE

### GAP

Oct 2012 – Oct 2012

#### Sales Associate – (Work Experience)

- Promoted a welcoming environment where customers received great service and maintained the shop to high standards
- Stocked clothes and accessories, and ensured products were presented neatly on rails and on the display areas, keeping the area safe of hazards at all times
- Dealt with customers' enquiries face-to-face and resolved any issues quickly and efficiently and passed them onto a manager when required
- Responsible for checking and unpacking stock deliveries, correctly pricing items, attaching security tags and displaying goods encouraging customers to make purchases
- Adhered to security regulations concerning stock and cash, minimising shoplifting and theft
- Provided high levels of customer care ensuring customers received attentive and pro-active service
- Demonstrated confidence and tact when dealing with demanding customers
- Developed effective communication, customer service and listening skills, as advised customers on latest fashion and trends
- Played an important role in making the customer's shopping experience enjoyable

## TRAINING

- Health and Safety Training (Gap)
- St John's Ambulance First Aid Certificate – Level 1

## IT SKILLS

- Microsoft Office skills - Word, Excel, Access, PowerPoint and Publisher

## ADDITIONAL INFORMATION / INTERESTS

- Additional Languages: French (conversational)
- Captain of the school netball team
- Enjoy keeping up to date with fashion trends, listening to music, playing the piano and recreational sports