

OLIVIA DAVIES



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PROFILE

Dedicated sales associate with 5+ years of experience in retail environments. Recognised for my ability to communicate with customers, provide exceptional service, and upsell products. Have received 'Employee of the Year' award two years consecutively. Seeking retail sales position with opportunities for advancement into a managerial position.

EDUCATION

2014 – 2017

University of Leeds
BA (Hons) Business Management,
Upper second class honours (2:1)

Relevant Modules: Management Research and Analysis, Managing in the Digital Workplace, Operations and Supply Chain Management, Leadership in Organisations, Strategic Management

Dissertation Topic: Implementation of Effective Sales Strategies

2007 – 2014

King Edward VII - Upper School, Sheffield

A-levels: Maths (A), French (A), English Literature (A)

GCSEs: 10 A-C including Maths, English, Combined Science, and Geography

WORK EXPERIENCE

BURBERRY, Soho, London
Sales Associate, Dec 2018 – Present

- Assist ~50 customers daily in finding merchandise, while providing recommendations that have led to a 12% annual increase in sales
- Helped implement a new inventory tracking system, improving organisational efficiency
- Exceeded sales goals by over 150% for two consecutive months
- Manage merchandise displays, highlighting new inventory with the goal of increasing sales
- Regularly maintain at least a 90% customer service feedback rating
- Encouraged 80 new patrons to sign up for Burberry's newsletter
- Received 'Employee of the Year' awards for 2019 and 2020

DEBENHAMS, Leeds,

Retail Sales Associate, May 2017 – November 2018

- Repeatedly exceeded monthly sales quotas
- Drove up sales by upselling new merchandise and making informed recommendations
- Memorised Debenhams' product inventory in order to provide better advice to customers
- Operated Point of Sales systems efficiently
- Fielded customer complaints and offered workable solutions, leading to a 10% decrease in full refunds
- Maintained a consistent 'A' rating in customer experience satisfaction surveys

TESCO, Leeds,

Customer Assistant, May 2015 – March 2017

- Checked out upwards of 150 customers daily, ensuring they each had a seamless, pleasant experience
- Led a drive to reduce food waste, earning accolades from management for efficiency and environmental consciousness
- Ensured all produce was handled according to health and safety regulations
- Maintained accurate records of store inventory

KEY SKILLS

- Expert organisational skills
- Skilled with Point of Sale software (TokenWorks Magnetic Card Reader, Plexis Software Plexis POS)
- Conversational French speaker
- Upselling
- Excellent interpersonal skills
- Conflict resolution
- Time management

HOBBIES & INTERESTS

- Avid cyclist, regularly participating in regional races
- Amateur viola player
- Enjoy socialising with friends