

RETAIL ASSISTANT CV

By CV Genius

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Dedicated and experienced retail assistant with over 8 years of experience in dynamic retail environments. Proven track record of delivering exceptional customer service, excelling in fast-paced settings, and leading teams to exceed sales targets. Highly skilled in inventory management, EPOS systems, and customer engagement. Committed to achieving high professional standards and creating memorable experiences for every customer.

WORK EXPERIENCE

Senior Retail Assistant

SportsDirect, London Borough of Southwark

September 20XX–Present

- Deliver outstanding service to customers, ensuring a positive experience from entry to transaction completion; recognised for consistently exceeding customer service expectations
- Lead a team of 10 associates to achieve and surpass sales goals by average of 15% each quarter through effective up-selling and promotional strategies
- Manage stock levels and inventory controls using advanced EPOS systems, maintaining accuracy and efficiency in stock replenishments
- Maintain a 96%+ customer satisfaction rate through excellent customer service skills
- Liaise with management to keep them informed of operations and performance on shop floor

Retail Team Leader

Adidas, City of Westminster, London

June 20XX-August 20XX

- Supervised and trained a diverse team of 15 staff members, fostering a collaborative environment that aligned with company values and high performance standards
- Streamlined operations which improved customer flow and increased transaction speed by 13%
- Implemented service strategies that enhanced customer interaction and satisfaction, leading to a 17% increase in repeat customer visits
- Ensured all tills were balanced at shop closing
- Onboarded 3 new team members

Retail Assistant

Nike, London Borough of Tower Hamlets

January 20XX-May 20XX

- Engaged with customers to assess their needs, provided advice on products and handled cash transactions, contributing to a 25% increase in upselling results
- Maintained up-to-date knowledge of sports products and trends, effectively sharing expertise with both customers and team members
- Efficiently processed transactions, including sales, refunds, and exchanges, ensuring accuracy and customer satisfaction
- Used Spanish skills picked up in secondary school to effectively communicate with Spanish and Latin American visitors to the UK
- Kept up with latest trends in sportswear to provide up-to-date recommendations to customers of different ages, backgrounds, and genders

EDUCATION

Brighton Metropolitan College

20XX-20XX

- NVQ Level 3 in Retail Skills
- Specialism: Sales Professionalism
- Top 10% in the course

Hove Comprehensive School

20XX-20XX

- 9 GCSEs Grades 9–4, including Maths, English, Spanish, and ICT

KEY SKILLS

- Exceptional customer service
- EPOS proficiency
- Team leadership
- Inventory control
- Sales excellence
- Conflict resolution
- Cash handling
- Product upselling
- Communication skills
- High professional standards

HOBBIES & INTERESTS

- Attending music festivals
 - Gym 3–4 times per week
 - Squash
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Dear Reader,

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That's why each one of our CV templates is carefully created to make your application look polished and easy to read. Additionally, our templates are designed to help your CV get past the Applicant Tracking System software that many large employers use to scan through applicants.

However, writing an impressive CV isn't only about the template you use. Make sure your CV also highlights your qualifications, skills, and experience by using our free resources and reading our articles written by certified career coaches:

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After you've finished writing your CV, download a matching [cover letter template](#) and write a cover letter tailored to the position you're applying for to give your job application an extra boost.

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Best regards,

The CV Genius Team