

Example 1 Functional CV – Sales Assistant

Christine Jones

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PROFILE:

A self-motivated and hard working Sales Assistant/Team Leader with experience in all aspects of sales work. Able to use own initiative and work as part of a team. Proven leadership skills, including managing and motivating other staff to achieve team objectives. An effective communicator at all levels within an organisation. Good problem solving and customer service skills.

CUSTOMER SERVICE

- Providing first-class customer service, both face to face and over the telephone
- Working well under pressure in a fast-paced retail environment
- Ability to handle complaints and deal with demanding customers with tact and diplomacy

COMMUNICATION:

- Excellent communication skills at all levels, both face to face and over the telephone
- A polite and personable attitude, with a genuine interest in helping people
- Leading a team of 12 Sales Assistants in a firm, professional but pleasant approach
- Effective non-verbal communication skills, positive body language and an approachable appearance

PROBLEM SOLVING

- Ability to deal with conflicting demands, such as different demanding customers during busy periods
- Use communication skills to resolve conflict of opinion between staff and take steps to ensure staff work together in harmony
- Use initiative when faced with unexpected difficulty, such as a late or missing delivery
- Willingly offers advice and guidance to customers; always resolve a query
- Liaising with other departments and external associates when necessary to resolve a customer's query

SALES:

- Led promotional sales drive which resulted in profit increase of 36%
- Consistently met or exceeded sales targets for the past four years
- Ensure sound knowledge of market, products and promotional details in order to assist customers most effectively

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EXPERIENCE:

2008 – Present	Selfridges Department Store, Manchester
	Sales Team Leader
	<ul style="list-style-type: none">• Leading team of 12 Sales Assistants across the clothing department• Exceeding monthly sales targets• Providing customer service to customers throughout the department• Overseeing Visual Merchandising, displays and stock control
2003 - 2008	Debenhams, Manchester
	Sales Assistant
	<ul style="list-style-type: none">• Serving and advising customers• Promote special offers and promotional information to visitors to the store• Assisting with stock taking, deliveries and displays• Telephone enquiries, operating tills/cash handling and greeting customers
1998 - 2003	River Island, Salford
	Sales Assistant
	<ul style="list-style-type: none">• Serving and advising customers• Promote special offers and promotional information to visitors to the store• Displaying stock attractively in store and shop front• Operating tills and greeting customers

TRAINING:

2008	Team Leadership in Retail
2003	Customer Service Skills
1999	First Aid at Work

QUALIFICATIONS:

2008	NVQ Level 3 Customer Service; NVQ Level 2 Customer Service
2003	Certificate in Retail Practise
1999	Level 2 Introduction to Retail

ADDITIONAL INFORMATION:

Driving Licence	Full; Clean
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INTERESTS:

Keep-fit, swimming, reading, music, playing piano, netball and socialising with friends
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