

# Yanik Francois greene

# sales associate

Detail-focused, results-driven sale strategies with years of professional experience providing interpersonal skills, as well as, skills gained from training and from working in various companies of a fast-paced target driven environment. Demonstrated aptitude for customer service; whilst still being able to show a willingness to gain new skills. Effective in working as part of a team-body, as well as, demonstrating strong leadership ability when required. I am enthusiastic and a highly motivated individual who understands the importance of Customer Service within a fast-paced retail environment to create an enjoyable and stimulating atmosphere; ensuring customers enjoy their shopping experience. Areas of Expertise include:

Strategic Planning & Forecasting  
Organization  
Results Driven

Professional Communication  
Relationship Building  
Team Collaboration

Process Implementation  
Project Management  
Problem Resolution

## Experience & Notable Contributions

**FOOTLOCKER** London, UK Sales associate (team leader in training) April 2015 - Present

Ensuring daily Comp and Plan targets are met daily.

- Stock taking for regular audits, maintaining standards and replenishment of stock on shop floor.
- A proven track-record of excellent customer service.
- Ensuring ingoing and out-going deliveries are met according to
- Schedule and company policy standard.

**DANIEL FOOTWEAR** London, UK Sales associate/key holder April 2014 – April 2015

Ensuring that all stock input is logged into the system

- Processing web orders; external and internal transfers.
- Ensuring daily figures are entered into the retail-realm after every shift.
- Exercising excellent customer service and notifying customers of current and upcoming sales and promotions on stock.

**PREMIER INN** London, UK night shift team July 2013 – Oct 2013

Taking bookings for guests over the phone, and walk-in bookings.

- Handling cash and card payments and ensuring that the guest experienced our policy of a Good Night
- Guarantee, regular corridor checks and on-site checks as well as answering guest queries.
- Bar work and food preparation.

## achievements

Peter Duffy Human Rights Award  
Awarded by London's organisations' JUSTICE and LIBERTY

Aug 2006

Young Londoners Network  
(City Hall, London)  
Coordination and development of London Youth Centres

Mar 2004 - Apr 2004

Millennium Volunteers  
Implementing and managing special projects for Young  
People in London; including 'Safe 2002' event.

Oct 2000 - Mar 2002

## education

London College of Business and Finance  
HND in Interactive Media  
ST. PATRICK'S UNIVERSITY | London, UK | May 2013 -May 2015  
Introductory in Business & Entrepreneurship  
NVQ Level 1  
CITY OF WESTMINSTER COLLEGE | London, UK | Nov 2012 – Dec 2012

BTEC National Diploma in Art & Design  
AS Level Advanced Graphics  
HARROW WEALD COLLEGE | London, UK | Sept 2006 – July 2009

Essentials to Youth Work  
NVQ Level 2

L.O.C.N (LONDON OPEN COLLEGE NETWORK) | London, UK | May 2006 – Sept 2006

Certificates, First Aid, Health and Safety, Food Hygiene and Extinguisher  
Local Intervention Fire Project  
LONDON FIRE AUTHORITY PROJECT | London, UK | Mar 2004 – Apr 2004

BTEC First National Diploma in 2D/3D  
Animation for Film and Television  
CITY VARSITY: SCHOOL OF FILM & TELEVISION | Cape Town, SA | Feb 2002 – June 2004

Math's (B) English (B), Art (A\*)  
Science Biology (C), Science Physics (B)  
ALPERTON COMMUNITY SCHOOL | London, UK | Sept 1995 – July 2002

## personal interests

I am a freelance graphic designer, photographer and voice over artist. I invest much of my time developing new ideas for projects; Character designs, Logos, Posters, DVD covers, Album covers, funeral programs etc. During my spare time I indulge in reading, writing and creating new designs. I am computer literate and am competent in the use of Word Document, Microsoft Power Point, Adobe Suite; Illustrator, Photoshop and After Effects. I'm computer literate and competent in operating PC and Mac systems.