

Liam Norton

4 Stone Cellar Road
Kingston Blount
OX9 3QG

Mobile: 079 8882 6308

E-mail: LiamNorton2@live.co.uk

Personal Profile Statement / Career Objective

I am an energetic individual with strong interpersonal and retail skills who can bring a new face to the business that will deliver exceptional customer service and creativity, within a team or individually, to the utmost satisfaction of customers and relevant stakeholders. I have more than 2 years of experience in the retail sector and I am consider myself to be very knowledgeable and experienced in the selling process.

Achievements

- Employee of the Month (JKS Ltd., March 2009)
- Taken care of a shop for a week in the absence of the Store Manager (Tesco, 2011)
- Winner of HAYS Award 2011 for outstanding educational achievement.

Education

2009 – 2012	BA Business Management	The University of Manchester
Grade achieved:	[2:1]	

Relevant modules:

- Organisational Behaviour and Analysis
- Business Administration and Decision Making
- Introduction to HR Management
- Final Year Project: "The effects of price reductions on product perception."

2007 – 2009	A Levels	Newtown College	
Results:	English: A	Mathematics: C	Business: B

Employment and Work Experience

Mar 2013 - Present	Customer Service Advisor	Pillow King
---------------------------	---------------------------------	--------------------

Main duties performed:

- General office duties such as phoning, filing, sending marketing materials, etc.
- Advising customers on a wide range of company products and services;
- Processing orders, taking payments and issuing refunds to customers;

- Supervising temporary shop assistants;
- Dealing with customer complaints and compliments in a professional manner;
- Meeting and greeting all the customers inside and outside the shop;
- Tidying up the shop floor and taking care of stock orders and documentation.

Dec 2012 – Mar 2013 Customer Service Assistant Gemco

Main duties performed:

- Working with management and senior staff to meet store goals and targets;
- Serving customers at the checkout; wrapping, payments processing and refunds;
- Replenishing stock and ensuring goods and products were presented neatly;
- Ensuring Health & Safety procedures were followed at all times.

Jun 2012 – Dec 2012 Retail Shop Assistant Hit or Miss Ltd.

Main duties performed:

- Ensuring customers find the right product to meet their needs and requirements;
- Hanging clothes on hangers, sorting and pricing products;
- Packing up and/or disposing of any goods that were not sold in the shop;
- Researching competitor's products, special offers and seasonal promotions.

Professional Training and Qualifications

- Level 3 NVQ Diploma in Customer Service
- First Aid at Work - HSE

Skills

- ✓ Excellent communication, interpersonal and persuasive skills;
- ✓ Ability to deal with difficult customers in a polite, professional yet firm manner (and always keeping in mind the catchphrase: the customer is always right);
- ✓ IT literate (with good knowledge of Microsoft Office).

Hobbies and Interests

My hobbies include reading, writing, watching TV, spending time with my family and volunteering at local charity schemes. At University, I was very active in societies which eventually led me to set up the Business Partnership Society (BPS).

Referees

Mr Jerry Sanford

Store Manager, Pillow King

Address: 40 Edmond Rd, Chester, PA48 1DT

Tel: 0223 2689 5879

Email: s.jerry@live.co.uk

Dr Justin K. Herman

Customer Service Manager, Hit or Miss Ltd.

Address: 75 Martyr Road, Leeds, LE10 3FE

Tel: 0980 5101 0022

Email: JustinKHerman@gmail.com