

JAKE LAWSON

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PROFESSIONAL PROFILE:

Reliable and focused Sales Assistant with over 5 years' progressive experience within the retail sector. Possess a natural flair for delivering top class sales and customer service demonstrated by a track record for exceeding targets. Seeks a challenging position that will enable me to capitalise on my sales and customer service skills, with opportunities for personal and professional growth.

KEY SKILLS

- Motivated professional who routinely exceeds targets, earning high employer and customer satisfaction rating.
- A proactive team player not afraid of making positive suggestions.
- Readily connects with customers with proven ability to sell add-ons.
- Possess a calm disposition when faced with challenging situations.
- Able to calm irate customers and handle complaints in a professional and calm manner.
- Well honed communication and customer service skills.
- Computer Skills: Proficient user of Microsoft Word and Excel.

PROFESSIONAL EXPERIENCE:

- **Sales Assistant, J.D Wilsons, West End, London Apr 2008 – To date**
Undertake daily workload in this busy specialist mens store in the West End, delivering high level customer service to high net worth customers seeking bespoke suits, shirts and other clothing. Main duties:
 - Welcome and advice customers, advising them on a broad range of mens clothing
 - Advise customers on materials, fabrics and styles.
 - Demonstrate samples of fabrics to customers and present catalogues illustrating various styles.
 - Arranging appointments and measurements, refitting, deliveries and collections.
 - Invoicing clients and processing payments via credit card.
 - Liaising with internal departments and arranging displays.
 - Achievements:
 - Commended by senior management for my professionalism and quality customer service.
 - Routinely achieve and exceed monthly sales targets.
- **Sales Assistant, Devon and Slade Sports, West End, London Oct 2006 – Apr 2008**
Undertake daily workload in this large and busy West End sports store. Main duties:
 - Advising customers on product range and discounted price reductions.
 - Displaying products and inventory stock management.
 - Handling complaints.
 - Ensuring shop floor remain clean and tidy at all times.
 - Helping to train new sales staff.
 - Liaising with internal departments.
 - Processing payments.
 - Achievements:
 - Consistently achieved / exceeded monthly sales target
 - Won monthly Best Staff award on three occasions.

EDUCATION / QUALIFICATIONS:

- St Gregory's Boys School 2002 – 2006
GCSE O – Levels: Passed 5 subjects including Math's (B) and English Language (C).

ADDITIONAL INFORMATION:

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| ▪ Nationality: British. | ▪ Driving Licence: Full UK licence. | ▪ Date of Birth: 2nd May 1990. |
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INTERESTS:

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| ▪ Football | ▪ Keep-fit | ▪ Socialising | ▪ Snooker |
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REFERENCES:

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|--|---|
| ▪ Joe Decker
Manager, Devon & Slade Sports
Tel: 0000000000
Email: joe.decker@dss.co.uk | ▪ Louis Harper
Manager, Colebrooke Agency Ltd
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