

---

# Jane Smith

---

Address Line 1

Address Line 2

London, Post Code.

Telephone: 07908 123456. Mobile: 07846 123456. Email: janesmith@email.com

## CUSTOMER SERVICE MANAGEMENT

♦ Merchandising - Leadership - Retail Management ♦

A dedicated professional with over 15 year's of customer service experience. Possessing a track record of helping manage projects and deliver exceptional standards of service and collective business objectives. Passionate about enjoying being part of a successful and productive team. Now looking for a new challenging appointment within a similar customer service / facing environment in return for an opportunity for career progression.

## AREAS OF EXPERTISE

- Meeting Customer Needs
- CRM
- Production of reports /statistics
- Problem solving
- Team Leadership / Motivation
- Staff Supervision / Development
- Budgeting / Reducing Costs
- I.T. / Administration
- Business Analysis
- New Promotions
- Stock Control
- Quality Assurance

## EDUCATION

BA (Hons)	Administration	1994-98
ONC	Business and Finance	1991-03

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### CUSTOMER MERCHANDISER

2001 - Present

Company A, Paddington.

Overseeing a team of 20 full-time and part-time staff, as well as the team budget with focus on the provision Customer Relationship Management (CRM) and effective merchandising whilst helping project manage the Continuous Improvement of the store. Buying the new collections, identifying and reacting to product sales, collating statistical data and providing Management Information and presentations.

- Carried out product promotions from analysis to in-store and the wider organization.
  - Built successful working partnerships with suppliers, buyers, and other internal functions.
  - Prepared performance targets for availability and waste, estimating accuracy and profitability.
  - Ensured all merchandise is represented and well stocked on the showroom floor. Processed, distributed and new merchandise and weekly shipments.
  - Monitored showroom traffic flow and maximized sales impact and effectiveness.
  - Identified, planned and executed biannual and seasonal floor moves.
  - Implement policy across all areas of the business.
  - Expedited receipt and delivery of inventory to the sales floor.
  - Guided sales staff and constantly maintained and exceeding sales goals including new sales staff.
  - Helped optimize stockholdings.
  - Merchandised products to best meet varied customer needs including special needs.
  - **In effect instrumental** in helping Brand A rebuild and maintain their high street reputation, by increasing the product quality, customer retention and team motivation whilst reducing costs and customer's complaints and returns.
-

---

## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### CUSTOMER ADVISOR (TEAM LEADER)

2000 - 01

Company B, Camberwell.

Responsible for selling a range of services, dealing with complaints and enquiries as well as sales promotions and new deals. Involved in training new staff.

- Promoted and sold of a range of the bank's products and services.
- Processed and administered cash transactions. Provided prompt responses to enquiries and complaints.
- Exceeded personal loan and income protection insurance policies.
- Increased customer retention whilst competing with the aggressive, new marketplace. Met all targeted levels of KPIs whilst ensuring that the highest level of customer service was delivered.
- Instrumental in building call centre team - coached, led and maximized call efficiencies and performance.
- Top Advisor in the Team on a regular basis, won award for team performance.

### POSTAL CLERK

1996 - 00

Company C, Mount Pleasant, EC1.

- Ensured accurate postage payment and sorted into categories according to priority.
- Maintained computerised filing systems ensuring compliance with the Data Protection Act

### BRANCH SUPERVISOR (CUSTOMER SERVICES)

1989 - 96

Company D, Waterloo.

- Recruited and managed a team of 10 that included their ongoing training and development thereafter maximized output from every team member.

---

## PERSONAL

### WEDDING AND EVENT COORDINATOR

1992 - 08

Freelance.

- Involved in the organisation of events from conception through to completion. Events can include: exhibitions and fairs, festivals, conferences and product launches, fundraising and social events.
- Able to complete a wide range of activities requiring clear communication and excellent organisational skills and responding quickly to change, ensuring the smooth and efficient running of an event.
- Typical activities include: researching markets to identify opportunities; liaising with clients to ascertain their precise event requirements; producing detailed proposals (e.g. timelines, venues, suppliers, legal obligations, staffing and budgets); securing and booking a suitable venue; ensuring insurance, legal, health and safety obligations are adhered to; co-ordinating caterers, stand designers, contractors and equipment hire; planning room layouts and entertainment programmes, organising facilities for car parking, traffic control, security, first aid, hospitality and press; selling sponsorship/stand/exhibition space to potential exhibitors/partners; arranging accommodation; liaising with clients and designers to create a brand/look for the event; organising the design and production of tickets, posters, catalogues and sales brochures; co-ordinating everything on the day of the event to ensure that all runs smoothly; handling client queries on the day and troubleshooting problems on the day; overseeing the dismantling and removal of the event, and clearing the venue efficiently; post-event evaluation (including data entry and analysis and producing reports for event stakeholders).

*Interests and Pastimes:* Reading, Meeting People and Event Coordination.

*Mobility:* Full clean driving license.

*Marital Status:* Single.