

OLIVIA WELCH
livvi.welch@aol.co.uk
07725614290

ABOUT ME

I am a dedicated and friendly individual with a vibrant personality, committed to delivering exceptional customer service.

With a strong commitment to helping others and years of customer service experience, I thrive in roles where I can make a positive impact on customer experiences.

Ensuring that all tasks are completed to the highest standard, I maintain a high level of efficiency and professionalism at all times.

KEY SKILLS

Customer Service Excellence: Proven ability to understand and meet customer needs, ensuring satisfaction and loyalty.

Effective Communicator: Strong verbal and written communication skills, excellent at interacting with diverse customer bases.

Time Management: Ability to prioritise tasks and manage time effectively to meet deadlines.

Team Collaboration: Experience working in team settings, fostering cooperation and mutual respect.

WORK EXPERIENCE

Sales Assistant, Kurt Geiger

July 2024

- Provided high-quality customer service, ensuring a positive shopping experience for all customers
- Practiced upselling and cross-selling to maximise revenue and meet store sales targets
- Gained experience in promoting new products and special offers to customers
- Handled customer inquiries and any complaints professionally and efficiently
- Educated customers on product care and maintenance to ensure satisfaction and repeat business
- Worked collaboratively with team members to achieve store targets and maintain a cohesive work environment
- Participated in team meetings and training sessions to stay updated on product knowledge and store policies

Sales Assistant, River Island

February 2022 – June 2022

During my time at River Island my primary responsibilities included:

- Delivering high-quality customer service to all customers
- Organising stock and deliveries, ensuring all items were correctly stored and accounted for
- Ensured the store layout was appealing and aligned with brand standards
- Developed strong interpersonal skills by assisting customers with product selection, fitting, and purchases

In this role, I learned to perform well under pressure in a fast-paced environment, particularly during busy shopping hours, ensuring that merchandise was presentable and customer inquiries were promptly and professionally addressed.

Front End Assistant, Costco Wholesale

February 2021 - April 2021

I worked at Costco wholesalers as a front-end assistant, my role involved:

- Liaising with members of the public ensuring they are happy with the service provided
- Carry out stock checks, stack shelves and organize deliveries that came into the warehouse
- Supported colleagues during busy periods and provided assistance as needed

This role allowed me to strengthen my communication skills with customers and at times, learn to manage challenging environments.

Warehouse Packer, Home Health UK

December 2018 - January 2020

Over my time at Home Health UK, a medical distribution company, I gained the knowledge of working efficiently under pressure:

- Meeting weekly stock and delivery deadlines
- Ensuring orders were sent out efficiently and to a high company standard
- Picking and packing orders for pharmaceutical companies, including NHS
- Taking over the phone orders and liaising with customers to ensure a pleasant experience with the company

Waitress, Mercure Hotel

November 2018 - December 2018_

I was employed as a Christmas Temp at the Mercure Hotel in Watford, serving members of the hotel and setting up for Christmas parties. This enabled me to communicate my friendly personality and expand my communication skills.

I thoroughly enjoyed meeting new people and mixing with members of the public whilst developing my customer service experience.

EDUCATION

West Herts College

Completed September 2019

Level 3 Extended Diploma in Creative Digital, Media Production TV and Film

I completed a Level 3 Media qualification, which covered editing, production, risk assessments, freelance contracts, and financial issues within the industry. These

skills have prepared me to become an excellent communicator, with experience in planning, organising, and managing all aspects of a production.

As well as, developed skills in scheduling, budgeting, and resource allocation to ensure smooth and efficient production workflows.

West Herts College

Aviation Training Level 2 Course

Completed June 2019

I have earned a qualification in Aviation Training, equipping me with the skills necessary to become a successful Air Hostess. The course included hands-on experience within an airport environment, preparing me to handle various situations I might encounter in customer service based roles.

I have developed valuable skills such as managing dangerous and difficult situations, working efficiently under pressure, and attending to customers' needs effectively.

GCSE, Bushey Meads School

Completed June 2018

GCSE Qualifications in English Language, Mathematics, Sports study and Dance.

I am excited about the opportunity to bring my skills and experience to your team, contributing to outstanding customer service and satisfaction. Thank you for considering my application.

References available upon request