



Karan Sharma

Senior Associate Consultant

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Languages

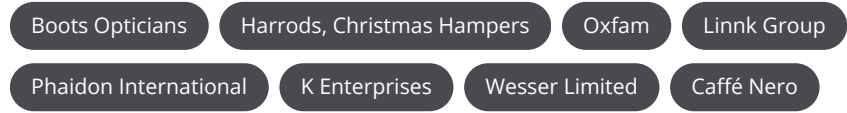
English (Native)

Hindi (Basic)

About

I bring extensive retail experience from Harrods and Boots Opticians, excelling in sales, customer service, and product knowledge. My ability to adapt quickly and build strong rapport ensures exceptional customer satisfaction in dynamic environments.

BRANDS WORKED WITH



Experience



● Optical Consultant

Boots Opticians | Feb 2024 - Jul 2024

- the benefits of the Boots Contact Rewards Plan.
- Demonstrated strong prioritisation and execution skills by efficiently handling multiple customer requests simultaneously, including repairing spectacles and processing prescriptions.
- Adhered to stringent data protection and GDPR regulations when managing customers' healthcare data, ensuring compliance and appropriately escalating to other channels when necessary.
- Utilised superior product knowledge to highlight features of specific frames and lenses tailored to clients' lifestyles, such as Transition lenses, blue light filtering lenses, and titanium frames.

● Sales Associate

Harrods, Christmas Hampers | Nov 2023 - Jan 2024

- Servicing all our customers with the full Harrod's Experience, from escorting customers around the store, demonstrating exceptional product knowledge and providing a festive atmosphere.
- Honing my time management skills and juggling multiple priorities during Harrod's manic Christmas period, from loading heavy hampers into customer's cars to processing transactions made over the phone.
- Collaborating with my diverse team to ensure shared sales targets were exceeded, online orders were processed properly and supported other in-store departments as needed.
- Resolving customer complaints in a calm and professional manner even in difficult situations.



● In-House Fundraiser

Oxfam | Jun 2023 - Aug 2023

- Campaigning the general public to raise donations and generate support for Oxfam's charitable ventures.
- Compiling engaging call to action dialogues through memorising and rehearsing powerful case studies.
- Converting potential donors into monthly supporters through building rapport with them and then tailoring calls to action around subject matters that they are passionate about.
- Evolving my rapport building skills through listening and objection handling donor's concerns.
- Cultivating a tenacious mindset through facing plenty of rejection on London's busy streets and to keep pressing on to find the next 'Yes!'

Achievements

- Hitting the highest monthly donation amount (£25/pcm) from a single donor for all of June 2023.
- Having the highest donor retention rates throughout all of July 2023.



● Recruitment Consultant

Linnk Group | Jan 2023 - Mar 2023

- Pitching roles to candidates and building rapport along the interview process.
- Generating market intelligence and following up on known market gaps.
- Selling top talent to clients and mitigating any concerns throughout the interview process.
- Prioritising and organising meetings to be held between my director and the client.
- Researching my target market to ensure delivery of relevant sector knowledge to the customer.

Achievements

- Consecutively reaching the highest KPIs for phone hours (100+) two weeks in a row.



● Associate Consultant

Phaidon International | Jul 2022 - Oct 2022

- Prospecting for highly skilled candidates through both LinkedIn and our internal XRM
- Engaging with candidates and pitching to them the merits of the client
- Collaborating with the wider members of our team on new ways to reach untapped talent
- Building rapport with our clients and ensuring that prior placements fit with company culture
- Managing and updating candidate and client records within our internal database

Achievements

- Made my first placement in September 2022, placing a senior Forensic Accountant with a boutique accountancy firm, with a deal size of \$34,000 and terms at 20%.



● Senior Ambassador

K Enterprises | Aug 2021 - Jun 2022

- Unifying and engaging with clients on key development projects.
- Rapport building with key stakeholders to ensure security concerns are communicated effectively and handled with confidentiality
- Prospecting for relevant customers and partners, at events or virtually.
- Collaborating on modernisation projects with a shared vision towards sustainable development and achieving the SDGs
- Networking in prestigious conferences to pitch to clients and consultants.

Achievements

- Secured the support of the United Nations chapter in Guyana to collaborate with K Enterprises, and introduce them to local organisations in need of funding.
- Attended prestigious conferences such as the United Nations Business Summit and International London Security Expo to source clients and consultants.

● Ambulance Door-To-Door Sales

Wesser Limited | Jun 2019 - Jul 2019

- Growing my sales skills through building trust and rapport with donors.
- Engaging with the local community with a polite and passionate sales pitch
- Acting sensitively with vulnerable persons and disengaging in an ethical way
- Developing confidence through engaging with people from varied backgrounds
- Negotiated with refusal and difficult situations in a calm and professional manner

Achievements

- Broke records in securing a £50 per month donation, the largest deal size in the team for the past six months.

● Shift Leader

Caffé Nero | Dec 2016 - Jan 2019

- Leading by example, taking ownership when junior baristas made mistakes and ensuring customer relations were kept positive.
- Managing the team of baristas for the shift, allocating breaks and ordering stock for the next day.
- Attention to detail and awareness of customers' different dietary needs and potential allergies.

Achievements

- Rapidly promoted to Shift Leader in under six months.
- Oversaw one of the biggest years of growth and profit for the store throughout 2018.

Education & Training

2018 - 2021 ● **king's college**
Bachelor of Arts,