



Harpreet Johal

Sales Administrator

[View profile on Dweet](#)

Links

[LinkedIn](#)

Languages

English

About

I graduated in 2016 with a BA Business Management and Marketing degree and have experience working across several areas in customer services and administration. I am a driven individual with passion for customer care and have the ability to deliver quality work within team environment. Retailing administration is in my blood as my parents owned a number of outlets in Central London and I was involved with running and managing them at various stages. I am comfortable working on my own or within a team environment and I can adapt to situations to manage business needs. I have good communication skills and can interact comfortably with colleagues and customers alike. I also have strong desire for learning and personal development, and I enjoy new challenges and the opportunity to learn new skills.

BRANDS WORKED WITH

24/7 Agency

Dixons

Hallmark Gold Crown and GB General Stores

Hatton Cross Tribunal Services

Isleworth Crown Court

John Lewis; Parker

Snowflakes Day Nursery and Montessori

The House Of Whisky

TMB

Experience

● Snowflakes Day Nursery and Montessori | Apr 2022 - Mar 2023

Snowflakes day nursery is located in three branches, Southall, Norwood green and Northolt. It is a Day Nursery and Montessori providing a childcare facility that is dedicated to providing a high standard of care.

As a nursery assistant, I was responsible for:

Planning and organising fun and educational activities Support children in serving their own food, milk, drinks and snacks and encourage good nutrition and sociable eating. Risk assessments Assist children with personal care, including changing nappies, assisting with toileting and other associated welfare duties. To attend out of working hours activities, e.g. training, monthly staf meetings, parents/carers evenings. Be prepared to help where needed, including to undertake certain domestic jobs within the Setting, e.g. preparation of snack meals, cleaning of equipment. Recording accidents in the accident book. Ensure the manager has initialled the report before the parent receives it. To actively promote and support the safeguarding of children and young people in the workplace, ensuring policies and procedures are observed at all times.



● Operations Assistant/

TMB | Dec 2021 - Mar 2022

TMB offer products and services to entertainment production and staging professionals, as well as architectural lighting specifiers and designers worldwide. With offices in Los Angeles, London, New York, Toronto and Beijing, TMB sells and supports a wide range of leading brands, many of which are highly technical and proprietary.

As an operation assistant, I was responsible for providing support where I had to manage excellent communication skills and be able to juggle multiple tasks.

Duties and Responsibilities:

Answer telephone calls and redirect as necessary Ensure Sales Orders and Quotes are generated in SBT in a suitably short time frame and that they are checked for accuracy before forwarding Ensure Work Orders are generated in SBT in a suitably short time frame and that they are checked for accuracy before forwarding Ensure that Commercial invoices and other associated shipping documentation is provided as needed and that it is checked for accuracy before forwarding Ensure Sales Enquiry

Forms are received with all necessary information and return to Sales staff if not Ensure that Invoices are generated and checked for accuracy before end of day or that the temporary paperwork log is updated Ensure all RMA, Memo Loan, Tech Support Repair Tickets and all other admin documentation and communications are completed timely, accurately and professionally Ensure credit approval policies are appropriately applied

- **Court Clerk /Admin I**

Hatton Cross Tribunal Services | Apr 2021 - Jul 2021

I perform administrative duties in the immigration tribunal, assisting officers of the court, including barristers, solicitors and judges. I carry out clerical duties by preparing caseloads to be called, securing information for judges, taking notes during hearings, and providing details and instructions to jury members.

Key responsibilities included:

Preparation of the courtroom/hearing Scheduling hearings Arranging for files/papers to be taken to and from the relevant court Greeting court parties and clients Checking that all relevant parties are present Fulfilling requests, answering inquiries, and providing directions clearly Responsible for performing administrative tasks such as phone calls and emails Maintaining excellent client relationships with solicitors and other professional clients

- **Administrator**

The House Of Whisky | Mar 2020 - Feb 2021

The company caters for niche market with emphasis on rare classic whiskies. Procuring these types of products is very difficult in a competitive market. My role is to work closely with key payers within the distilleries for product purchases.

Key responsibilities include:

Product purchasing Marketing product range and updating company website Undertaking client enquiries Packaging and delivery of products Monitoring competitor websites Maintaining and developing relationships with existing clients

- **Sales Ambassador**

John Lewis; Parker | Oct 2017 - Mar 2019

I was responsible for managing my own section within the department. My role was to promote the sale of high-end quality Parker pens and other stationary products. The role allowed me to express my vision as how to enhance sales of products within John Lewis. Reporting directly to Parker's Area Manager, I was responsible for stock inventory and re-ordering.

Key responsibilities included:

Ensuring the working environment was presentable at all times Knowing the range and quality of products on display Guiding customers towards their desired product and closing sale Handling customer queries/complaints professionally and to customer satisfaction Monitoring sales and placing orders with suppliers Meeting sales targets on weekly basis

- **- Sales Assistant**

Dixons | Aug 2014 - Oct 2014

This was a busy working environment at Heathrow Airport where I was required to respond quickly and professionally to customer needs.

Key responsibilities included:

Representing Dixons at trade exhibitions, events and demonstrations Negotiating variations in price, delivery and specifications with managers Advising on forthcoming product developments and discussing special promotions Liaising with suppliers to check on the progress of existing orders Checking quantities of goods on display and in stock Recording sales and order information and sending copies to the sales office Meeting set sales performance targets

- **Manager**

Hallmark Gold Crown and GB General Stores | Jan 2010 - Oct 2019

These were my parents' outlets in Kentish Town (tube station) and from an early age I have been helping them, undertaking various roles. These roles gave me a hands-on experience into managing busy retailing outlets. I gained valuable experience in sales and administration. My role was to organise and manage all aspects of the day to day running of the businesses. This included stock management, supervising employees, reviewing weekly timesheets, and ensuring that the outlets functioned to high standards throughout the day.

Key duties included:

Managing invoices and stock orders Dealing with customer queries Responsible for managing and organizing staff holidays, missing hours and salary deductions Monitoring timesheets and payments; ensuring all account holders and associates submit payroll documents within allocated timeframes Building customer relationships to ensure future sales opportunities Producing estimates and forecasts for stock held and sold Responsible for producing weekly and monthly performance status reports to store management Visiting potential customers for new business Making accurate, rapid cost calculations Providing customers with quotations Negotiating the terms of an agreement and closing sales Gathering market and customer information Providing feedback on future buying trends

- **Admin Officer/July**

Isleworth Crown Court | Jan 2021

As an Admin Officer, I was responsible for providing administrative support to the senior judiciary and clerks. One of my main duties was to manage the front reception desk by answering phones, greeting and directing visitors, and responding to email inquiries as well as other key responsibilities that include:

Answering and transferring phone calls Taking phone messages from clients Filing paperwork Sending emails to clients and judges Forwarding emails from clients to the appropriate recipient Handling client concerns and complaints Greeting visitors in the office

- **Sale Associate**

24/7 Agency |

I was responsible for advertising and selling a variety of luxury brands including; Versace (Harrods), Anaya Hindmarch (Harrods), Club Monaco, John Smedley and Hackett. My work included working closely with customers to determine their needs, showing our product range and closing a sale. I was able to work promptly to ensure that a sale was successfully completed to customer satisfaction.

My duties included:

Responding to customers queries, ascertaining customer needs and then recommending appropriate products from our range Evaluating stock and undertaking re-ordering Tracking shipments and liaising with vendors Ensuring stock displays at optimum efficiency and capacity Directing customers to merchandise within the store Maintaining an orderly appearance throughout the sales floor Enhancing product knowledge through self-training

Education & Training

2016

- **Middlesex University**

BA (Hons) Business Management & Marketing;