

Rory Roberts

Sales Administrator

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Languages

English

About

Proactive employee with verified credentials of successful project management, leading to superb results via leadership and team motivation. Providing excellent customer service, fulfilling their needs.

BRANDS WORKED WITH

BPP University

NikeTown

Nuffield Health

Toys"R"Us

UCL School of Pharmacy

VP Promotion

Experience



● Customer Service Advisor/Receptionist

BPP University | Oct 2022 - Aug 2023

- Created warm and friendly rapport whilst interacting with customers, businesses and students by phone/email solving queries.
- Input customer information, call notes and personal data onto internal database. E.g. exporting and uploading class registers from and to Sales-force.
- Handled confidential and sensitive data with discretion, reducing risk of fraud and theft. E.g. Student details or exam results.
- Managerial tasks such as: Building opening, delegating tasks to a team of 10 and setting up the building independently.
- Timetabling and registration administration e.g. creating weekly timetables and registers for classes on site.

● In-Store Service Technician

UCL School of Pharmacy | Mar 2022 - Jul 2022

- Administration and maintenance of server hardware, software systems, including email and internal database systems.
- Unload, carry and store materials and equipment.
- Reduced exposure to hazards by wearing personal protective equipment.
- Managerial tasks e.g. Opening and closing the stores independently, delegating tasks to others and supervising staff members independently.



● Personal Trainer

Nuffield Health | Sep 2021 - Jan 2022

- Led, instructed, and motivated individuals during exercise activities, including strength training and stretching.
- Created individual workout routines based on member fitness level.
- Arranged motivational exercise programmes to promote healthy lifestyle choices.
- Managerial Tasks e.g. Set up the gym in the morning before members arrive prior opening time, delegating tasks to other members of staff and closing the building independently.

● Office Administrator

VP Promotion | Sep 2017 - Sep 2020

- Created reports, presentations and spreadsheets for office supervisor.
- Ensured office records stayed up-to-date by overseeing effective file management.
- Updated, implemented and adhered to company's security and safety procedures.
- Uploaded and exported data information of CRM system e.g. Sales-force.
- Communicated with office managers to understand department priorities and workload.
- Coordinated weekly meetings and appointments for office staff.



- **Sales Associate**

Toys"R"Us | Dec 2015 - Apr 2017

- Assisted customers with wide selection of products and services.
- Created attractive displays for merchandise to enhance sales.
- Assisted customers to select products best suited to their tastes, style, and needs.

- **Sales Associate**

NikeTown | Jun 2017 - Oct 2017

- Assisted customers with wide selection of products and services.
- Communicated effectively with customers, determining needs, and providing recommendations.
- Maximised sales by quickly locating correct items, colours, and sizes.

Education & Training

2014 - 2016

- **Southgate College**

BTEC Level 3 Sport Ext. Diploma,

2013 - 2014

- **City of Westminster College**

BTEC Level 2 Sport.,