



Rhys Kelshiker-Williams

University student studying Politics BSc at LSE.

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Languages

English

About

With experience as a Sales Partner at John Lewis, I've excelled in customer service and sales across white goods, home tech, and cookware. My adaptability from Customer Support (dealing with customer complaints and work in the bureau de change) to Service Lead ensures a seamless shopping journey for all customers.

BRANDS WORKED WITH

John Lewis & Partners

What's On Reading

Experience



● Selling Partner

John Lewis | Aug 2022 - Nov 2023

I worked in a customer-facing role, selling white good appliances, home technology and cookware. This involved specialised training and in-depth knowledge to ensure the best customer experience.

I also undertook increased responsibility learning Customer Support which involved responding to customer queries and undertaking training on the bureau de change within the branch.

The role also consisted of being Service Lead at various points in the day, ensuring that:

- Partners were allocated evenly across the shopfloor and to where there were more customers.
- Ensuring the customer experience was easy, quick, and reliable.
- Helping customers with complaints if they needed to be escalated.



● Volunteer Co-Director

What's On Reading | Sep 2016 - Mar 2020

I worked with primary school students to:

- Devise and perform plays bi-yearly in a professional theatre setting.
- Guide children to form their ideas into scenes, to help learn their lines.

I engaged effectively with them and the other directors to develop and rehearse plays within fixed timescales.

Education & Training

2023 - 2024

● London School of Economics and Political Science

Bachelor of Science,

2020 - 2022

● Maiden Erlegh

A-Levels:, English Literature, Religious Studies, History and an EPQ

2015 - 2020

● Maiden Erlegh

11 GCSEs,