



Alyssa Francis-Gray

Sales Assistant

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Languages

English

About

With a proven track record in high street retail at John Lewis, I excel in personalised customer service and strategic upselling. My visual merchandising skills enhance store appeal, driving sales. I thrive in dynamic environments and adapt with ease to new roles.

BRANDS WORKED WITH

John Lewis & Partners

H&M

Experience



● Retail

H&M | Aug 2023 - Dec 2023

Working in H&M, gave me more experience in fashion retail. Working as part of a team to ensure the customers get the best experience when coming into store I work a lot on the fitting rooms and helping customers on a one to one basis to give them a personal shopping experience and building a relationship with them. I will often upsell and give customers other items to look at when they are shopping with me.

- I am often working as part of a Visual Merchandiser to change mannequins to appeal customer the newest items we get in store. I regularly feed back to my manager if i don't think it's as appealing as something else in store and being the target customer, i often ask my friends to also pick out what items we'd all wear in the store to appeal more consumers to the brand.

Education & Training

2023 - 2026

● Reading

Undergraduate Criminology degree, Law

2021 - 2023

● Langley Park School for Girls

A levels, Criminology, business and sociology

2016 - 2021

● Secondary school- Farringtons

GCSE,