



Opeyemi Fisayo

Retail Sales Associate

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Languages

English

About

With a strong passion for luxury fashion and extensive experience in exceeding sales targets, I excel in providing outstanding customer service and fostering lasting client relationships. My roles at Superdry and Apple UK have honed my skills in product research, customer advising, and inventory management, making me an ideal candidate for dynamic retail environments.

I have also just started up my own Eyewear Company

BRANDS WORKED WITH

Apple UK

Restaurant Waiter Angus Steakhouse George

Superdry

JD Sports

Experience



Retail Sales Associate

Superdry | Jun 2022 - Now

« Shaped product research and development efforts using insight gathered from customer interactions, competitor analysis and consumer surveys. «+ Unloaded store deliveries before sorting and displaying items on shelves and displays for purchase. « Verified and updated customer information in company databases for billing, order processing and delivery purposes. « Advised customers on current company products and services available, tailoring advice to suit customers' needs. + Responded to customer complaints, diffusing tension and reporting feedback to supervisors for service delivery improvement.

Restaurant Waiter Angus Steakhouse George | Jan 2022 - Now

« Mopped, swept and dusted restaurant and kitchen areas. « Collaborated with kitchen staff to cater for guests with food allergies, intolerances, or gluten-free requests. « Answered phones politely and promptly while accurately recording and confirming reservations. « Informed guests of daily specials and menu offerings to facilitate decisions on starters, entrees and desserts. « Regularly checked on tables, catering to requests and actioning feedback for maximum guest satisfaction. « Maintained excellent customer satisfaction by providing friendly, attentive and proactive service. « Maintained safe hygiene and food handling standards for full compliance. « Retained knowledge of current menu selections for accurate, reliable customer guidance.

Retail Sales Associate

Apple UK | May 2018 - Mar 2021

« Advised customers on current company products and services available, tailoring advice to suit customers' needs. « Verified and updated customer information in company databases for billing, order processing and delivery purposes. «+ Shaped product research and development efforts using insight gathered from customer interactions, competitor analysis and consumer surveys. « Used surveillance systems to mitigate store shrinkage and maintain safety, reporting suspected offenders to authorities for action. « Resolved enquiries within target timeframes, escalating complex issues to senior teams for advice or solutions « Researched and understood current products and services, available features and pricing for use in advising clients. « Located products on customers' behalf and assisted with check-out upon request to complete sales.



Sales Associate

JD Sports | Feb 2018 - Mar 2020

Assisting customers in finding the right products
Providing product information and advice
Operating the cash register and processing transactions

Maintaining store cleanliness and organization
Restocking shelves and displays

Skills:

Excellent customer service skills
Knowledge of sports fashion and footwear
Ability to work in a fast-paced environment
Strong communication and interpersonal skills

Teamwork:

Collaborating with colleagues to achieve sales targets
Supporting teammates during busy periods

Additional tasks:

Participating in promotional events and sales campaigns
Contributing to store merchandising efforts

Education & Training

2020 - 2023 ● **Leyton Sixth Form College**

D*, Media and IT