



Grace Fate

Experienced Sales Associate with Two Years of Retail Success

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Languages

English

About

With over two years of retail experience, I excel in customer service, product knowledge, and visual merchandising across high street to premium sectors. Proficient in multitasking, personalised styling advice, and adept at adapting to fast-paced environments, I aim to enhance any sales team's performance.

BRANDS WORKED WITH

- Calzedonia Group
- Swan marketing (IBA Global)
- JD Sports Fashion
- WAMGROUP
- Pearson College

Experience



● Sales Assistant

Calzedonia Group | Jan 2024 - Now

- Assisting customers- finding the perfect legwear, beachwear, or intimate apparel, offering personalized recommendations and styling advice to enhance their shopping experience
 - Product knowledge- knowing products including materials, sizing, and features, to effectively communicate product benefits and assist customers in making informed purchasing decisions
 - Visual Merchandising-Maintain store appearance by ensuring merchandise is displayed attractively and in accordance with brand standards. Participate in visual merchandising activities, including product placement, signage, and window displays.
 - key holder - knowing how to open the store and completing necessary documentation
- Other skills: ability to multi- task in a fast paced environment handle cash and credit card payments, team collaboration, inventory management

● Brand Ambassador

Swan marketing (IBA Global) | Nov 2023 - Dec 2023

- Storytelling- Effectively communicate the organisations mission, values, and impact through compelling storytelling and personal anecdotes to engage potential donors emotionally and inspire action
 - Relationship Building- Building rapport with residents through respectful and empathetic communication, actively listening to their questions and concerns, and addressing them with sincerity and transparency
 - Fundraising Goals- Meet or exceed fundraising targets by persuasively presenting donation options, encouraging one-time or recurring contributions, and overcoming objections through persuasive communication technique
- Other skills: Confidence and resilience to engage with diverse individuals and handle rejection positively, Comfortable working outdoors and walking for extended periods, Ability to work independently and manage time effectively.

● Sales Assistant

JD Sports Fashion | May 2022 - Sep 2023

- Customer Service- Greeting and assisting customers with enthusiasm, providing expert product knowledge, sizing advice, and recommendations to enhance their shopping experience.
- Team Collaboration-Working collaboratively with colleagues to achieve store targets, assist with tasks

as needed, and foster a positive and supportive work environment.

- Cashier- Processing transactions accurately and efficiently using point-of-sale (POS) systems, handle cash and card payments, and maintain cash register balances.
- Product Knowledge- Staying updated on the latest trends, releases, and promotions, attending training sessions and product launches to enhance product knowledge and customer engagement.

Other skills: textile standards, functioning a fitting room, ability to work independently



● **Waiting Staff**

WAMGROUP | Nov 2021 - Mar 2022

I worked freelance In Hospitality at locations Such as Twickenham Stadium and Sandown Racecourse, I worked as a waiter in a fast paced environment that always had me on my feet, Making sure customers got their orders on time,Pouring drinks, Interacting with customers. I worked with new colleagues everyday so I have the ability to communicate with all sorts of people.

● **Online experience**

Pearson College | Jul 2021 - Jul 2021

I took part in a two day online work experience course where I met experts that gave tips and tricks on how I can adapt my skills and fully submerge into the workforce, they gave us a challenge we had to complete in which I scored 87% on when writing a profile and 60% on peer assessment

Education & Training

2021 - 2023

● **London Screen Academy**

A Level in English,

2021 - 2023

● **London Screen Academy**

A Level in Film,

2016 - 2021

● **Oaks Park High School**

GCSE or equivalent in Drama,Geography,Art photography,Business,

2016 - 2021

● **Oaks Park High School**

GCSE or equivalent in Art Photography,Drama,Business, Geography,