



# Yeung Wing Hay

Luxury Sales Advisor

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## Languages

Chinese (Fluent)

English (Fluent)

## About

I am a helpful, outgoing person and a good team player who can provide high quality customer services to customer worldwide. My work experience in luxury retail sector includes brands such as Aquazzura, Tiffany & Co, Harrods, Kurt Geiger, Victoria Beckham, Alexander Wang, Rimowa and Shanghai Tang. Moreover I got retail experience both in London and Bicester Village. I can handle three spoken languages, English, Mandarin and Cantonese. I am customer oriented with Chinese customers through Social Media, such as WeChat, Weibo and Little Red Book.

### BRANDS WORKED WITH

- 24 Seven Inc.
- AQUAZZURA
- CCA International
- DOLCE&GABBANA S.r.l
- Eaton Hotel
- Fashion & Retail Personnel Ltd
- Hedgren
- Kurt Geiger
- Marni
- Philips Lighting
- RIMOWA
- Shanghai Tang
- Swatch
- Tiffany & Co.
- ZARA Asia
- ZARA U.K. LIMITED

## Experience



### ● Sales Associate

AQUAZZURA | Jun 2022 - Aug 2022

Working as sales for a luxury brand in Bicester Village, received lots of grateful experience in providing top selling service towards customers from Middle East, India and China. As well as developing knowledge as a top luxury brand sales professional, for example product history, design language and cross-selling. I left Aquazzura because my contract had ended.



### ● Sales Associate

Marni | Dec 2021 - Feb 2022

Working as a Sales Associate for Marni in Bicester Village. I was passionate about promoting the youthful and cheerful brand through high standard customer services including building CRM for Marni. With serving customers from all over the world. I am leaving Marni because of a staff reduction plan.

### ● Sales Advisor

DOLCE&GABBANA S.r.l | Apr 2021 - Jul 2021

Working as sales advisor in Bicester village, providing excellent customer service through customers from worldwide. Presenting the fabulous products knowledge including design language and company's history. Moreover, mentioned the relationship between company's products and celebrates to our customers, and most importantly, building customer relationship management.

### ● Sales Assistant

Fashion & Retail Personnel Ltd | Mar 2020 - Mar 2020



### ● Seasonal Ambassador

Tiffany & Co. | Nov 2019 - Dec 2019

Being a Seasonal Ambassador in Tiffany & Co required to provide a high standards of standards of customers services. Learned the professional knowledge in jewellery and company history. Excellent in working as a team and in a fast paced environment.

- **Sales Assistant**

ZARA U.K. LIMITED | Jul 2019 - Nov 2019

Being a sales assistant learned how to provide excellent customer service and promoting the latest product. Also need to learn the stock room management.



- **Harrods Kids Temporary Sales**

Kurt Geiger | Jun 2019 - Jul 2019

I worked in Kurt Geiger Store which located in Harrods. I provided high standards of customers services including greeting and being helpful. Also promoting luxury products and participating in stock room management.

- **Luxury Sales**

24 Seven Inc. | Jan 2019 - Feb 2019

I worked in Victoria Beckham, Alexander Wang, Kurt Geiger, providing high standards of customers services and promoting luxury products.



- **Telesales Agent**

CCA International | Oct 2018 - Nov 2018

I worked as night shift call centre agent responded to customers' enquiries on the breach of data protection issue of Cathay Pacific.

- **Sales Associate**

ZARA Asia | Mar 2018 - Sep 2018

I worked as sales assistant and learned how to be customer oriented, providing customer services to both locals and tourists, with product promotion, pay attention to customers' emotions, giving different choices to customers and solving customers' problems. Also be able to use cashier machine and learned warehouse organizing.



- **Part time Sales**

Hedgren | Jun 2017 - Feb 2018

As a Part-time Sales Associate, I always suggested appropriate product to the customers.

I learned how to be efficient, did warehouse organizing and worked as a team player. I

also learned how to listen customers' questions and to give solution.



- **Part Time Sales**

Shanghai Tang | Aug 2016 - Jan 2017

As a part-time Sales Associate in luxury fashion brand, I learned how to provide high standard of customer services, shop cleaning and warehouse organizing.



- **Part Time Sales**

RIMOWA | Jun 2016 - Aug 2016

As a part-time sales assistant in luxury luggage brand, I learned how to provide high standard of customer services and shop cleaning.



- **Part Time Waiter**

Eaton Hotel | Sep 2014 - May 2015

As a part-time waiter, I learned how to provide food delivery services, as well as 4-star hotel standards of customer services. I also learned restaurant management.

- **Part Time Promoter**

Philips Lighting | Aug 2009 - Sep 2009

As a part-time promoter, I worked in a consignment counter to promote new models of Philips' lighting product.



- **Sales Associate**

Swatch | Sep 2023 - Dec 2023

## **Education & Training**

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2015 - 2017

- **HKUSPACE Community College**

Higher Diploma in Business,

2011 - 2013

- **Pui Ying Secondary School**

High School Diploma,