



(Ash) Mei Shan Lee

Sales Associate

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Languages

- English
- Mandarin
- Cantonese
- Korean

About

With a proven track record in luxury retail, I excel in delivering personalised assistance and meeting sales targets at prestigious venues like Flannels and Christian Louboutin. Fluent in multiple languages, I thrive in diverse settings, offering exceptional customer service and adapting seamlessly to various high-end environments.

BRANDS WORKED WITH

- Alchemy Hospitality
- AQUA Diamonds Ltd.
- Christian Louboutin
- Flannels
- FMI / Electric Ireland
- I-Fashion Company
- Rongs Supermarket

Experience



Casual Sales Assistant

Flannels | Sep 2022 - Aug 2023

As a Casual Sales Assistant at Flannels, I played a key role in the Luxury Accessories and Bags department. Specializing in high-end products, I provided personalized assistance to customers interested in luxury accessories, including bags and other premium items. My responsibilities extended to product knowledge, assisting clients in making informed purchasing decisions, and ensuring the highest level of customer satisfaction. I actively contributed to the store's success by meeting sales targets and maintaining a sophisticated and welcoming shopping environment.



Waitress/Bar staff

Alchemy Hospitality | May 2022 - Jul 2022

Working in a high stress, busy environment. Required teamwork and communication with colleagues from various cultures and overcoming language barriers. Long hours and responsibility for customer welfare and satisfaction.

Sales Team Member

FMI / Electric Ireland | Feb 2022 - Apr 2022

Integral member of staff in a small sales team, Promoting Electric Ireland's monthly or pay as you go plan depending on the need of customers after consultation. Using electric Ireland software and working independently with the customers to find the best solution taught me valuable sales skills and how to approach customers with difficult issues.

Accountant/Delivery Co-ordinator

Rongs Supermarket | Apr 2020 - Jul 2020

Managed income and expenditure in regard to online orders and ensuring bills were sent to customers and promptly paid with accurate records. Telecommunication experience with customers to ensure contentment and amend sales. Communicating with relevant staff to co-ordinate delivery orders across Ireland.

Translator and Sales associate

AQUA Diamonds Ltd. | Sep 2018 - Dec 2019

Fluent in English, Cantonese, Mandarin, Korean and semi-fluent in Thai. Translated and performed sales of diamonds (with commission) for a variety of wealthy customers of many nationalities.



Sales associate

Christian Louboutin | Dec 2015 - Mar 2016

Working with wealthy customers and expensive products to ensure the upmost satisfaction for those with very high expectations of customer service. High stress to meet ever increasing sales targets as an individual

and as a team. Management of stock and the relevant paperwork to accompany the stock handling and sales.

- **Owner**

I-Fashion Company | Jan 2010 - Jan 2016

Founded, from scratch, a fashion company and all the legal, HR, hiring etc that is included. Social media manager, director of design, purchase of materials and broker deals with manufacturers from various locations in Korea and China. Became a popular street fashion brand in Hong Kong with a small boutique in the city centre. Through research of online/global fashion and personal foresight of upcoming trends staying ahead of the fashion to stay on top of the market.