



Sukhbir Kaur

Sales advisor

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Languages

English (Fluent)

Panjabi (Fluent)

About

I am an experienced retail sales assistant, skilled in customer service, upselling, and maximizing sales. I have a strong background in jewelry and fashion retail, promoting loyalty schemes, handling stock control, and maintaining high standards of service in fast-paced environments.

BRANDS WORKED WITH

- Lovisa
- H & M Hennes & Mauritz
- McColl's Retail Group
- Curwen Primary School

Experience



● Sales advisor

Lovisa | Dec 2023 - Mar 2024

- Recommended and provided personal advice on pieces of jewellery based on customer needs and preferences.
- Promoted customer loyalty scheme at checkout.
- Implemented anti-shoplifting policies and procedures to protect against theft.
- Carried out active selling from initial customer greeting.



● Sales Advisor

H & M Hennes & Mauritz | Oct 2021 - Now

- Maximised sales opportunities by regularly replenishing stock levels of recently sold products.
- Established customer purchasing needs, offering personalised guidance with product and accessory selection.
- Assisted customers with product returns, converting refund requests into exchange opportunities to maximise store revenue.
- Provided high levels of in-store service, promptly resolving complaints to maintain customer satisfaction. Efficiently completed sales advisor duties, comfortably working
- autonomously or in team setting including visual merchandising to promote sales.

● Key Holder

McColl's Retail Group | Feb 2020 - Jul 2022

- Opening and closing store
- Dealing with cash
- Service customers
- Handling delivery
- Dealing with complaints and suggestions



● Teaching Assistant

Curwen Primary School | Jun 2019 - Jun 2019

- Provided helpful maths and English support to Key Stage 2 pupils.
- Organised class spaces and prepared materials for upcoming teacher lessons.
- Maximised student engagement and receptive learning by educating students using individualised instructional approaches.
- Developed and maintained positive, impactful relationships with students, facilitating improved learning outcomes.
- Invigilated tests and exams with excellent planning and procedural

Education & Training

2025

● University of Westminster

Law LLB (hons) Undergraduate,

2020 - 2021 ● Valentines High School

BTEC Business and Law,,