



Ciara Sherlock

IBM Finance and Supply Chain Transformation Associate Consultant

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Languages

English

About

With robust experience in high street and premium retail, my adaptability shines across diverse roles at Fossil Group, New Balance, and Sports Direct. Excelling at customer service, I consistently meet sales targets while managing product ranges and maintaining high footfall environments.

BRANDS WORKED WITH

- Flannels
- Fossil Group
- IBM
- New Balance
- SAP
- SAP Concur
- Sports Direct
- University of Bath
- Watch Station

Experience



- **Finance and Supply Chain Transformation Associate Consultant**
IBM | Jul 2023 - Now



- **Student Living Assistant**
University of Bath | Jul 2022 - Jun 2023



- **Outreach and Casual Senior Student Ambassador**
University of Bath | Nov 2019 - Jun 2023



- **Technical Support Engineer (SAP Concur Expense Consultant)**
SAP | Jul 2021 - Jul 2022



- **Skills Co-Creator**
University of Bath | Feb 2021 - Sep 2021



- **Customer Service Assistant**
Fossil Group | Oct 2018 - Dec 2019
 - Demonstrated great flexibility by catering to a wide customer demographic and product range.
 - Provided technical assistance for Fossil's smartwatches and other tech products, addressing customer queries related to product features and functionalities.
 - Assisted in regular stocktaking processes to maintain accurate inventory records.
 - Entrusted to create a merchandise display plan and approach for the jewellery section; a particular focus for the store due to busy foot traffic and the delicate nature of the products.
 - Resolved customer product-related issues by providing delicate product repair and personalisation services such as engravings and embossment.
 - Upheld Fossil's customer-centric approach by going above and beyond my core role to source a rare item for a customer.
 - Showed great flexibility and commitment to the company's needs by assisting the Fossil Oxford St and Bristol branches while they were short-staffed, alongside subsidiary business 'Watch Station' in Swindon.



- **Customer Service Assistant**
New Balance | May 2018 - Oct 2018
 - Demonstrated New Balance's people-orientated sales approach by actively listening to customer needs and preferences and offering personalized product recommendations.
 - Contributed to the visual appeal of the store by ensuring merchandise displays were organized, visually appealing, and aligned with current

promotions. As well as ensuring the stockroom remained tidy and functional for my colleagues.

- Consistently met and exceeded sales and KPI targets by identifying opportunities to upsell and cross-sell products, contributing to increased revenue and customer loyalty.



- **Customer Sales Assistant**

Sports Direct | Nov 2016 - May 2018

- Provided a sales-orientated customer service approach, aimed at balancing the need to manage the company's busy foot traffic and large floor whilst still providing a personalised customer service.
- Displayed immense adaptability in my customer service techniques while working for Sport's Direct's subsidiary business 'Flannels', a designer apparel and accessories store.
- Simultaneously implemented Sports Direct's Return and Exchange Policy whilst demonstrating a commitment to problem solving, conflict resolution and customer satisfaction.
- Assisted in the onboarding and training of new team members.
- Please note I have around 9 years work experience, for the purpose of this job application I have handpicked the most relevant experiences. More can be found on my LinkedIn profile and references are available upon request.

Education & Training

2019 - 2023 ● **University of Bath**
Bachelor of Science,

2012 - 2019 ● **Lydiard Park Academy**
GCSE and A Level's,