



Evelyn Milliner

Consultant communications

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Languages

English

About

With a proven track record in retail fashion and fragrance consulting, I excel in personalised client services, complaint resolution, and sales. Experienced across luxury to high street brands, my adaptability ensures exceptional customer service in dynamic retail settings.

BRANDS WORKED WITH

Reserved Retail Fashion

Vorboss

Lux Recruitment Agency

NewLook Retail Fashion

Npeal Luxury Retail Fashion

Experience

● Sales Assistant

Reserved Retail Fashion | Sep 2023 - Apr 2024

Addressed and resolved complex customer complaints in calm, efficient and friendly manner. Processed cash and card payments during busy shopping periods to minimise customer waiting times. Showcased product features and benefits to drive sales. Provided helpful, attentive sales support to generate positive customer feedback. Cultivated excellent customer relationships by providing helpful, friendly and attentive service.



● Telecommunications Installation Technician

Vorboss | Oct 2021 - Sep 2022

Answered customers' questions and resolved concerns to maintain positive customer ratings. Served as liaison with vendors in solving routine problems with communications components. Maintained accurate installation records in line with department record retention guidelines. Installed and maintained telecommunication and other data systems at customers' premises, consistently acting with professionalism.

● Fragrance Advisor

Lux Recruitment Agency | Sep 2018 - Jul 2021

Selected perfumes to meet customer specifications, requirements and preferences. 09/2018 to 07/2021 London
Maintain tidy workstation to comply with cleanliness and quality standards. Provided samples of cosmetics and perfumes for customers to try and compare fragrances and colours, choosing ideal products. Increased sales through persuasive sales techniques and building trust with customers. Provided advice on selecting perfumes to match skin chemistry and desired scents. Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests. Exceeded perfume and cosmetic sales targets by providing knowledgeable, helpful and attentive service. Maintained outstanding customer service by staying up-to-date on latest retail guidelines and best practices.

● Sales Assistant

NewLook Retail Fashion | Jan 2018 - Jul 2021

Boosted sales and improved customer satisfaction by providing attentive, personalised client services. Kept up-to-date on available inventory and new stock lines to efficiently answer customer questions regarding purchasing options. Explained products' benefits and value, engaging customers in new stock to drive sales. Addressed and resolved complex customer complaints in calm, efficient and friendly manner. Processed cash and card payments during busy shopping periods to minimise customer waiting times. Showcased product features and benefits to drive sales. Promoted special offers and loyalty programme with upselling skills. Provided helpful, attentive sales support to generate positive customer feedback. Cultivated excellent customer relationships by providing helpful, friendly and attentive service.

- **Sales Consultant**

Npeal Luxury Retail Fashion | Mar 2023 - Jun 2023

Liaised with potential customers to determine needs and provide recommendations.

Education & Training

- **Accra Technical University**

DIPLOMA: MARKETING,

- **African**

Bachelor of Arts in Communication,