



Sheirone McFarlane

Receptionist

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Languages

English

About

With a solid foundation in customer service and sales at John Lewis, I'm adept in product advice, transactions, and stock management. Thriving in fast-paced retail settings, I excel both independently and as part of a team, always aiming to enhance the shopping experience.

BRANDS WORKED WITH

- David Lloyd
- FLIP OUT
- JD Sports
- John Lewis
- JP Morgan Investment Banking

Experience



● Sales Assistant

John Lewis | Nov 2023 - Jan 2024

Provided exceptional customer service by assisting shoppers with product selections, inquiries, and sizing recommendations. Operated cash registers accurately, processed transactions, and handled cash, credit, and debit card payments efficiently. Supported inventory management by restocking shelves, monitoring stock levels, and reporting discrepancies to management. Participated in visual merchandising efforts to enhance the store's visual appeal and customer engagement.

● Receptionist

FLIP OUT | Jun 2022 - Aug 2023

Welcomed and assisted customers with a friendly and professional demeanor at the front desk. Managed phone inquiries provided information about services, and scheduled bookings and reservations. Handled administrative tasks, including email correspondence and data entry. Processed payments accurately, handled cash transactions, and maintained financial records. Demonstrated strong leadership as a Team Supervisor, overseeing and guiding staff members in their roles. Conducted staff training sessions to ensure team members were knowledgeable about safety protocols, customer service standards, and operational procedures. Acted as a point of contact for customer escalations, resolving issues effectively and maintaining customer satisfaction.



● Receptionist

David Lloyd | Jan 2022 - Jun 2022

Managed a high-volume reception area, handling check-ins, check-outs, and inquiries efficiently. Demonstrated excellent telephone etiquette by answering inquiries, transferring calls, and taking messages accurately. Managed cash transactions, processed membership payments, and reconciled daily financial reports. Assisted with membership inquiries, provided tours of the facility, and facilitated membership sign-ups.

Education & Training

2020 - 2023

● Coulsdon Sixth Form College

A Levels - Applied Science, Psychology, Sport & Exercise Science,

2015 - 2020

● Harris Academy Upper Norwood

GCSE,