



Helena Wilkin- son

Experienced, friendly and reliable sales assistant

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Languages

English

About

Friendly, reliable and self motivated retail assistant with over five years' experience. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success.

BRANDS WORKED WITH

COMPLETE WASHROOM SERVICES

LEEDS/LONDON

Redrow Homes

Experience

● CUSTOMER SERVICE EXECUTIVE

COMPLETE WASHROOM SERVICES | Jun 2023 - Dec 2023

- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Working within a small team, liaising and having continually excellent communication with all departments to ensure customer orders were met to the highest standard.
- Highly proficient in Microsoft Office packages
- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Addressed customer service enquires quickly and accurately.
- Managed workflow of Helpdesk enquiries - Working to meet complete KPI's and manage SLA's.



● SALES ASSISTANT

Paperchase | Oct 2018 - Apr 2023

- Boosted sales and improved customer satisfaction by providing attentive, personalised client services.
- Cultivated excellent customer relationships by providing helpful, friendly, and attentive service.
- Maintained excellent visual merchandising standards by routinely cleaning and organising window and point of sale (POS) displays.
- Opened new merchandise boxes and stocked sales floor racks and shelves with latest items.
- Promoted sales and special offers for discounts and merchandise options.
- STOCKROOM PROCEDURE
- SCHEDULING MEETINGS
- OFFICE STOCK MANAGEMENT
- DISTRIBUTING POST
- MICROSOFT OFFICE
- COMPLAINT MANAGEMENT
- POLITE AND FRIENDLY
- PROFESSIONAL TELEPHONE DEMEANOUR
- SHIPPING AND RECEIVING

● BUSINESS ADMINISTRATOR

Redrow Homes | Jan 2018 - Oct 2018

- Provided ongoing support to employees and customers both over the phone and through emails.
- Mediated between staff and management by communicating requests, complaints or needs to keep business operational.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Received, sorted, and directed incoming mail to maintain good communication channels.
- Organised and stored hardcopy files.
- Planned office events by reserving venues, communicating schedules, and coordinating setup.

Education & Training

- University of Essex
Bachelor of Fine Arts,