Steven Chung

Online Trading Assistant at Harvey Nichols

⌖ London, UK

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Links

in LinkedIn

Languages

English (Native)

Chinese (Native)

About

With extensive experience at Harvey Nichols as a Trade Assistant and Commerce Assistant, I excel in customer service and sales. My background in fashion marketing enhances my retail expertise, ensuring exceptional product knowledge and adaptability in dynamic environments.

BRANDS WORKED WITH

Harvey Nichols   Ne.Sense

Experience

Online Trading Assistant

Harvey Nichols | Nov 2022 - Apr 2024

As an Online Trading Assistant at Harvey Nichols, I manage product listings, ensuring accurate and optimized uploads for search and visual appeal. I monitor sales performance, analyze data to identify trends and improvement opportunities, and coordinate inventory to maintain stock levels. Additionally, I support the planning and execution of online promotions, optimize the customer journey, prepare performance reports, and conduct competitor analysis. My role requires strong analytical skills, attention to detail, and proficiency in Microsoft Excel and web analytics tools.

Ecommerce Assistant

Harvey Nichols | Aug 2022 - Nov 2022

Sales Associate and Marketing Intern

Ne.Sense | Jul 2020 - Jul 2021

As a Sales Associate/Marketing Intern at Ne.Sense in Taipei, Taiwan, I assisted in driving sales by providing exceptional customer service and maintaining an in-depth knowledge of our product offerings. I supported marketing efforts by creating engaging content for social media platforms, conducting market research, and assisting in the planning and execution of promotional campaigns. My role involved analyzing sales data to identify trends and opportunities, coordinating with the merchandising team to ensure optimal product displays, and enhancing the customer experience both in-store and online. This position honed my communication, analytical, and creative skills, while giving me a comprehensive understanding of retail sales and marketing strategies.

Education & Training

2021 - 2021   **Chartered Institute of Marketing**

Level Three Accreditation in Digital Marketing , Digital Marketing

2019 - 2022   **London College of Fashion, University of the Arts London**

BA Hons Fashion Marketing, Digital Marketing