



# Tony O'Reilly

Sales Associate

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## Languages

English (Native)

Swedish (Work Proficiency)

## About

I am an experienced Sales Associate with a solid background in customer service, inventory management, and store presentation. I excel at engaging customers, handling deliveries, and maintaining shop cleanliness. Adaptable and efficient, I'm ready to thrive in dynamic retail environments.

### BRANDS WORKED WITH

- Selfridges
- Abandoned Animals
- Absolute Flowers
- Atariya Foods
- Bayley & Sage/Sales
- Cancer Research
- COLLEGE
- Floreal
- Foodbank Lifeline Foundation
- Fortnum and Mason
- Läderach
- Neuhaus/Sales
- Robert Dyas
- The House Shop
- The Malta Autism Centre

## Experience



### ● Sales Associate or Ambassador

Läderach | Aug 2023 - Jan 2024

I would help the team by serving customers, giving out samples, helping with deliveries, making the shop presentable all the time and the drawers full all the time. I would also prepare to close the shop for the day by means of hoovering, mopping, replenishing the chocolate slabs or cleaning surfaces.



### ● Sales Associate

Robert Dyas | Aug 2023 - Oct 2023

I would help service customers, learn to cut keys using a machine as well as make sure that the shop is tidy.

### ● Associate or Ambassador

Neuhaus/Sales | May 2023 - Aug 2023

I would engage with customers, selling chocolate, registering customers to our database as well as maintaining the standards of the shop and assisting with deliveries.

### ● Stock Replenishment Assistant

Fortnum and Mason | May 2022 - May 2023

I would ensure that sales floor displays and availability are maintained through replenishment to maximize sales by ensuring a neat and tidy work area and labels are facing correctly, looking for damages etc. I would work collaboratively with the team to ensure smooth running of the shift with minimal customer interaction.

### ● Sales Assistant

Atariya Foods | Apr 2022 - Nov 2022

My roles include helping sort the shop floor by taking and receiving large deliveries. After receiving the deliveries, I would check that all is present and correct to match the delivery note/invoice. After unpacking the deliveries, I would price all the items and place them correctly onto the shelf. Meanwhile, I would also take orders and enquiries from customers who would either call us or ask in person. After close of business, my team and I would begin cleaning the shop floor before locking up

### ● Assistant

Bayley & Sage/Sales | Nov 2021 - Jan 2022

I would ensure that the deliveries are correct by means of the paperwork, making sure that the shop is clean, tidy and organized. I would also serve customers on the till with my Product knowledge

- **Volunteer**

Foodbank Lifeline Foundation | Jan 2021 - Apr 2021

My roles included packing up life-saving bags with non perishable food items to help individuals or their families by providing them with food for up to seven days. I would sort through donated food checking for expiry dates and suitability and then prepare the bags of food for distribution. I would distribute these life-saving bags in designated areas around the Maltese Island.



- **Retail Assistant**

The House Shop | Jul 2020 - Jan 2021

I interned at a high-end furniture shop, where my roles included: Shop floor maintenance by cleaning, organizing and filing paperwork which included printing out and filing invoices.

- **Student/**

COLLEGE | Sep 2018 - Jun 2019

I attended college and studied Travel and Tourism, where I obtained Level 1 qualification as well as full Galileo operational skills.

- **Retail Sales Assistant**

Cancer Research | Jul 2017 - Jan 2018

I managed the point of sale where I would interact with the customers and the team members. As required, I would also help to organize incoming donations. During my time at Cancer Research UK, our shop raised over £4 million for Cancer Research.



- **Internship/**

Absolute Flowers | May 2017 - Jul 2017

Education



- **Internship/**

Floreal | Feb 2017 - Apr 2017

My roles included assisting on the shop floor and preparing floral arrangements, as required. I would also assist with deliveries.

- **Volunteer/**

Abandoned Animals | Sep 2016 - Nov 2016

I volunteered at a local animal welfare center where I would support the team with various tasks such as feeding the dogs and maintaining their living space.

- **Volunteer/**

The Malta Autism Centre | Jul 2016 - Aug 2016

I worked for a local autism center where I helped to manage a group of young children and young adults for the summer months. I was responsible for looking after the welfare of the group in my care.