



# Lukas Turner

Customer Service Assistant

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## Languages

English

## About

With a robust background in customer service and retail, I've honed my skills across various roles from Marks & Spencer's to Brentford FC Superstore. My expertise encompasses sales assistance, stock management, and exceptional customer care, demonstrating versatility and dedication in fast-paced retail environments.

### BRANDS WORKED WITH



## Experience

### Casual retail assistant

Brentford FC Superstore | Apr 2024 - Now

Waitrose Partner | Feb 2021 - Mar 2024



### Customer service assistant

Asda | Jan 2021 - Feb 2021

Food service assistant

### Customer service assistant

Smyths Toys | Nov 2020 - Dec 2020

### Retail Assistant

Marks & Spencer's | Feb 2018 - Nov 2020

### Front of House Team Member

Unity Kitchen Café | Feb 2018 - Mar 2019

- Serving customers and taking food/ drink orders.
- Preparing hot and cold beverages.
- Processing transactions.
- Stock checking and ordering.
- Replenishing supplies of stock on shelves.
- Assisting with store deliveries.
- Helping to maintain high standards of food hygiene and Health & Safety at all times.
- Additional duties as required by line management.



### Retail Assistant and Section Lead for Frozen Foods

Sainsbury's | Dec 2017 - Apr 2019

- Duties as above
- Additional stock management and review duties as specified for section lead role.

### Retail Assistant

Marks & Spencer's | Sep 2017 - Jan 2018

- Addressing customer and third-party questions / concerns; referring unresolved issues to relevant management.
- Conducting customer transactions.
- Replenishing the supply of stock on the shelves.
- Assisting with store deliveries.
- Serving at food counters.
- Helping to maintain high standards of food hygiene and Health & Safety at all times.
- Additional duties as required by line management.

- **IT Support Officer (work**

Slaughter & May Law | Aug 2017 - Sep 2017

- Installing and configuring computer hardware operating systems and applications.
- Talking staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolving issues.
- Replacing parts (PC units/ monitors) as required.
- Managing own caseload independently.
- Undertaking general administrative duties, inc. maintaining up to date monitoring records.
- Additional duties as required by line management.

## **Education & Training**

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2016 - 2017 ● **The Camden Society**

NVQ L2 Apprenticeship in Catering & Hospitality,

2015 - 2016 ● **Barnet Southgate College**

BTEC L3 in Hospitality,

2010 - 2015 ● **Friern Barnet School**

GCSE,