



Angel Wasolua

Sales Assistant Manager

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Languages

English

About

I am a friendly and focussed individual with experience in customer service, looking for work to further my skills and knowledge. I am a hands-on energetic worker who is always willing to try new opportunities and grow. I remain calm and positive when working under pressure and work well independently as well as part of a team.

BRANDS WORKED WITH

JD Sports

Teens and Toddlers

Turning Point

William Hill

Experience



● Cashier & Managing

William Hill | Jun 2019 - Jan 2023

Key Responsibilities:

- Leading and motivating a team of Customer Service Representatives
- Opening and closing the store.
- Ensuring the shop achieves targets.
- Operating the store as smoothly as possible.
- Championing safer gambling at all times
- Maintaining high standards and ensuring the shop always looks the part (e.g., visual displays)

06/2019 – 01/2023



● Office Assistant

Turning Point | Jun 2019 - Jan 2023

Key Responsibilities:

- Dealing with customer enquiries.
- Providing excellent customer service.
- Welcoming all clients.
- Front of house.
- Responding to emails and answering the phone.



● Sales Assistant

JD Sports | Aug 2017 - Jun 2019

Key responsibilities:

- Answering customer enquiries.
- Greeting customers.
- Taking customers' orders.
- Giving my honest opinions to customers on the store merchandise
- Making sure boxes that contained trainers that customers were going to purchased were placed behind the till.

● Nursery Assistant (Volunteer)

Teens and Toddlers | Jan 2016 - Feb 2018

Key Responsibilities:

- Mentoring a child.
- Providing empathy and the capacity to extend care and support to others.
- Providing healthy assertion strategies.
- Appropriate boundary setting.
- Ability to identify the needs of a child.