

Reece Merchant

I'm eager to learn, a problem solver and hardworking that will complete any task given to me.

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Languages

English

About

Motivated Sales Assistant dedicated to providing top of the line customer service. Organized, detail oriented, and a self starter. Dedicated to increasing sales by providing customers with careful consideration and support. Bringing several years of experience achieving success in retail settings. I excel in both written and verbal communication, as evidenced by my experience drafting concise reports, and collaborating effectively with cross-functional teams. My ability to analyze complex situations and identify root causes has led me to devise practical solutions.

BRANDS WORKED WITH

Fone junction

JHB adventures Ltd

Experience

● Sales Associate

Fone junction | Mar 2019 - Feb 2020

- Provided exceptional customer service by greeting customers, assisting with product selection, and addressing inquiries, leading to a 95% customer satisfaction rate.
- Exceeded monthly sales targets by an average of 20%, consistently ranking as a top-performing sales associate within the team.
- Built and maintained positive relationships with repeat customers, resulting in a 30% increase in customer retention and referral business.
- Collaborated with visual merchandisers to create appealing store displays that showcased new arrivals and promotions, contributing to a 15% increase in foot traffic.
- Actively participated in regular product knowledge training sessions to stay updated on the latest fashion trends and product features.
- Assisted with inventory management, conducting stock checks, re-stocking shelves, and coordinating with the warehouse to ensure product availability.

● Runner

JHB adventures Ltd | Jun 2018 - Feb 2019

- Assisted in the smooth execution of day-to-day operations at JHB Adventures Ltd as a Runner.
- Efficiently supported various departments and team members to ensure seamless coordination and timely completion of tasks.
- Actively communicated and collaborated with different teams to facilitate the flow of information and resources.
- Managed logistical aspects, including running errands, organizing supplies, and delivering equipment as needed.
- Demonstrated adaptability and a willingness to take on new responsibilities in a fast-paced and dynamic environment.
- Assisted in setting up and dismantling equipment for events, ensuring all necessary preparations were made.
- Acted as a reliable point of contact for internal staff, clients, and external partners, addressing inquiries and providing assistance as required.
- Maintained cleanliness and organization in designated areas, contributing to a safe and productive work environment.

- Upheld the company's professional image by adhering to established guidelines and demonstrating a positive attitude towards customers and colleagues.
- Proactively identified opportunities for process improvement and offered suggestions to enhance operational efficiency.
- Developed strong multitasking and time management skills, successfully prioritizing tasks and meeting deadlines in a fast-paced environment.
- Exhibited excellent communication and interpersonal skills, fostering positive working relationships with team members across various departments.

Education & Training

2022 - 2023 ● **heston community shool**
Btec Level 3 in science,

2022 - 2023 ● **Heston Community School**
Btec Level 3 in business,

2020 - 2021 ● **Lampton Academy**
GCSE in Business,

2020 - 2021 ● **Lampton Academy**
GCSE in English,

2020 - 2021 ● **Lampton Academy**
GCSE in Mathematics,

2020 - 2021 ● **Lampton Academy**
GCSE in science,

2020 - 2021 ● **Lampton Academy**
GCSE in Geography,

2020 - 2021 ● **Lampton Academy**
GCSE in product design,

2020 - 2021 ● **Lampton Academy**
GCSE in religious studies,

2020 - 2021 ● **Lampton**
GCSE in Media Studies,