



# Connie Cooper

Sales Assistant

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## Languages

English (Native)

## About

I'm an experienced retail professional with roles at Oliver Bonas and Waitrose, skilled in sales, stock management, and customer service. Adaptable and passionate about fashion, I excel in team collaboration and delivering excellent customer experiences.

### BRANDS WORKED WITH

Oliver Bonas

Liberto Lounge

Waitrose

## Experience



### ● sales assistant

Oliver Bonas | Jan 2024 - Jun 2024

During my final year of university, I worked at Oliver Bonas as a sales assistant. Customer service was at the centre of my role at Oliver Bonas and my experience equipped me with

### ● Front of House

Liberto Lounge | Jun 2022 - Jan 2024

In June 2022 I started working front of house at Liberto Lounge which is a café/bar in my local town for seasonal work. My job responsibilities include hosting, serving customers, serving food and cleaning tables. As well as helping on the floor I also work behind the bar, taking orders and making drinks. Working in the café was my first role in hospitality and alongside the practical skills I have learnt to multi-task, communicate, work with the team, and adapt to meet the customer's needs. Over the summer I completed training on food hygiene and health and safety measures to ensure customer satisfaction and safety. Working in hospitality I have enjoyed interacting and getting to know customers and paying attention to detail to meet customers' expectations.



### ● supermarket assistant

Waitrose | Jun 2019 - Jan 2022

I started working part time at Waitrose whilst studying at college, I continued working there throughout my gap year and during the holidays during my first year of university. My job role as a supermarket assistant involved a variety of tasks such as replenishing stock, working on the tills, reducing stock, and assisting both customers and colleagues. I've had training on using the phone during my shifts where I dealt with any customer queries and external companies. My job helped me improve my confidence and dealing with customers and has helped me to realise the importance of communication when dealing with both customers and my colleagues. A large part of my role is ensuring customer satisfaction and my experience working at Waitrose has taught me to think on my feet to help satisfy customer's needs. Working in a busy environment has allowed me to gain experience in time management and organisation to ensure any roles assigned to me were completed. Working at Waitrose has given me more of an understanding of how a business works and I was constantly learning about customer needs and expectations and the workings of the business in general.

## Education & Training

2017 - 2018

### ● the Magna Carta School

GCSE B,

2020

### ● Strode's College

Psychology LEVEL B,

