



# Tiffany Lin

Sales Assistant

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## Links

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## Languages

English

Mandarin

## About

Specialising in personalised customer service, I've honed my skills across varied retail environments, from ARKET LONDON to Kiss the Hippo Coffee. Proficient in ensuring customer satisfaction and adept at store operations, I bring a solid foundation in high street and premium retail categories.

### BRANDS WORKED WITH

ARKET LONDON

LAKING MENSWEAR

## Experience



### ● SUPERVISOR

Kiss the Hippo Coffee | Jun 2023 - Now

• Played a hands-on role in the complete service delivery of food and beverages while engaging with customers in the Café. Rotated supervisory duties, overseeing team performance during shifts and ensuring the seamless operation of the Café. Took charge of setting up and clearing the Café to maintain efficiency and customer satisfaction.

### ● SALES ASSISTANT

ARKET LONDON | Apr 2023 - Jun 2023

• Prioritized customer satisfaction by consistently offering exceptional service at the cash point, fitting rooms, and on the sales floor. Provided detailed assistance on size, fit, materials, garment care, and styling options, ensuring customers received personalized attention and support throughout their shopping experience.

### ● MEDIA & COMMUNICATION INTERN

LAKING MENSWEAR | Feb 2019 - Jul 2019

• Collaborated with department manager to develop and execute the brand's innovative media matrix strategy, analyzing social media platform trends, competitor promotions, and marketing campaigns.

## Education & Training

2023 - 2024

### ● City, University of London

MA, Media and Communication

2020 - 2023

### ● UAL: London College of Fashion

BA(Hons), Fashion PR and Communications