



Dalvin James

I'm an enthusiastic team player with great interpersonal skills. I enjoy working in fast-paced environments.

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Languages

English (Native)

About

With over 2 years in retail, I excel in customer service and upselling. My experience includes dynamic roles at G-Star RAW and William Hill, showcasing strong organisational skills and adaptability to fast-paced environments.

BRANDS WORKED WITH

EVERYMAN CINEMA

ONSIGHT Ltd

William Hill

G-Star RAW

Esprit

Experience

● Team Leader/Duty Manager

EVERYMAN CINEMA | Nov 2021 - Now

- Hosting and providing luxury experience and service within a busy commercial environment.
- Leading team members in tasks to ensure smooth service throughout the working day.
- Becoming knowledgeable about products and services provided by the cinema.

● Front of house

ONSIGHT Ltd | Jan 2020 - Sep 2021

- Developing an excellent working relationship with clients, welcoming and directing clients whilst in the office space and offering refreshments throughout the day.
- Supporting the Bookings team with administrative tasks including booking couriers, processing invoices, logging hard drives onto the booking system and additional requests.
- Regularly replenishing office equipment and ensuring office space looked immaculate



● Deputy Manager

William Hill | Mar 2019 - Dec 2020

- Carried out daily security checks of epos/eod figures to prevent staff theft and customer fraud.
- Money handling large bets or payouts, handling over counter transactions and banking money from the shop
- Promoting daily sports offers and gaming competitions to upsell shop products



● StockroomAssistant / Visual Merchandiser

G-Star RAW | Aug 2018 - Mar 2019

- Serving customers in a fast-paced environment.
- Aiding vm team with styling shop floor for the new season
- Handling the stockroom deliveries and SFS for customers.
- Running orders from stockroom to shop floor



● Waiter

Esprit | Jun 2016 - Mar 2018

- Silver Service waitering
- Being formal and courteous at formal exhibits and events; weddings, parties.
- Was responsible for handling floor work surrounding hotels and various exhibitions



● Customer Assistant

Vue Cinemas | Oct 2014 - Feb 2015

- Face to face interaction with customers and handling any complaints.
- Advertise selection of films and upsell food & drinks on offer.
- Working with a team to make sure that customer service was delivered efficiently to customers

Education & Training

- **University of Hertfordshire**

Bachelor's Degree 2:1 in Film and Television Production,