



Sophie Davouloury

Retail Sales Assistant

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Languages

English (Fluent)

Telugu (Native)

About

Experienced retail professional with strong customer service and sales skills at H&M. Proficient in cash handling, stock replenishment, and product knowledge. Adaptable and committed to maintaining high standards in fast-paced environments to maximise customer satisfaction and drive sales.

BRANDS WORKED WITH

H&M

Shack Events

The Bell Cafe Corner and Cuisine

Experience



Retail sales assistant

H&M | Nov 2023 - Dec 2023

- Operated cash registers with accuracy and processed cash and card transactions.
- Assisted customers in locating specific items to boost satisfaction.
- Monitored display stock levels, replenishing for consistently well-stocked sales floor.
- Explained product benefits maximising customer engagement while driving sales.



Team leader

Shack Events | Feb 2023 - Now

- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Led performance reviews and tailored employee feedback to facilitate professional development.
- Fostered positive employee relationships through communication, training and coaching.
- Professionally handled difficult customer complaints and objections to maintain first-class customer service standards.
- Trained staff to resolve complaints appropriately to maintain customer satisfaction.

Front of house waitress

The Bell Cafe Corner and Cuisine | Aug 2022 - Feb 2023

- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Regularly communicated with kitchen and bar staff to maintain smooth front of house operations, minimising potential service delays.

Intern

Canary Wharf, Tower Hamlets | Apr 2022 - May 2022

JP Morgan

- Gather data and prepare reports for the management team.
- Coordinated files, spreadsheets and reports for staff.
- Answered telephone to schedule appointments, assist callers and take messages.
- Developed business, financial and analytical skills by working with multidisciplinary teams.

Library volunteer

ILFORD | Nov 2021 - May 2022

Vision RCL

- Maintained shelves in alphabetised order to improve guest experience.
- Delivered training in Microsoft Office suite for library customers with limited IT skills.
- Empowered 70 students to attain academic target grades in STEM subjects.

Education & Training

- 2022 - 2026 ● **London**
Bachelor of Science,
- 2020 - 2022 ● **Loxford School**
A-Levels,
- 2015 - 2020 ● **Loxford School**
GCSEs,
- **City University**
undergraduate degree in Mathematics,