



Samara Dawson

Customer Service Advisor

[View profile on Dweet](#)

Languages

English (Native)

About

I am a goal-driven Sales Advisor with 3 years of retail experience, specialising in customer service and visual merchandising. I excel in fast-paced environments, providing exceptional customer experiences and consistently exceeding sales targets.

BRANDS WORKED WITH

- Union Marketing
- Home Bargains
- London cider house
- Upside Down House
- Argos
- Inside Success

Experience

Sales Assistant

Union Marketing | May 2024 - Jul 2024

Conducted product research, collecting market insights through various research methods. Organised participation, set up and design of trade show stalls for clients. Handled client inquiries, pushing upselling and cross-sales of promotional products and seasonal lines. Responded to and managed incoming sales enquires. Directed client calls, contributed, took notes and followed up with clients. Received positive customer feedback through innate sales abilities and outstanding customer care.



Customer service

Home Bargains | Sep 2023 - Apr 2024

Swiftly unloaded and stored incoming merchandise in line with strict safety standards. Maintained advanced knowledge of in-store products. Maintained exceptionally clean sales floor. Restocked shelves in a timely manner. Assisted in unloading and unpacking store deliveries onto shop floor, conducting shelf dressing and visual merchandising. Kept tills, sales floor and storeroom clean and well-maintained with regular housekeeping.

Customer Services Advisor

London cider house | Jan 2023 - Sep 2023

Monitored supply levels and generated purchase orders to replenish and maintain bar inventory. Maintained brand image by keeping neat personal appearance. Upheld high standard of cleanliness in all work areas to comply with health and safety regulations. Demonstrated full knowledge of all menu items, contents and preparation methods to provide suggestions based on customer preference. Mixed drinks and served wine, beer and non-alcoholic beverages for multiple guests simultaneously. Processed cash, credit card and voucher payments Received orders from wait staff and delivered beverages to guests.



Customer Service Representative

Upside Down House | Jan 2022 - Sep 2022

Built rapport with customers through courteous and professional communications.



Customer service

Argos | Sep 2020 - Dec 2021

Kept polite, friendly and helpful manner to provide exceptional customer service. Delivered top quality customer service while managing multiple tasks. Surpassed sales and customer service targets, consistently exceeding established KPIs. Addressed and resolved customer complaints in a timely, efficient and helpful manner. Maintained excellent customer satisfaction by resolving issues, product difficulties, complaints and questions efficiently and effectively. Assisted customers with product-related questions, feedback and complaints.

- **Sales Assistant**

Inside Success | May 2019 - Apr 2020

Processed cash and card payments during busy shopping periods to minimise customer waiting times. Received, processed and organised deliveries within tight deadlines. Gave excellent advice to maintain consistently high sales. Adapted sales approach based on customer needs. Invested in understanding customers' needs to provide swift resolutions. Performed well in fast-paced environments with busy workload and tight deadlines. Transformed product queries into sales. Brand awareness Customer relations Customer Service Confident communicator Cash handling After-sales care Visual merchandising Sales strategies Product knowledge

Education & Training

2020 - 2022 ● **Langley Park School for Girls**

A-Levels;

2017 - 2020 ● **Langley Park School for Girls**

GCSEs;