

Chantel James

Receptionist & Sales Assistant

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Languages

English

About

I am currently enrolled as a university student at the University of Leicester, pursuing a degree in Psychology with a focus on cognitive neuroscience (BCS) in my final year. Through a variety of experiences, I have honed the skills and abilities essential for personal and professional growth in any environment. My journey includes volunteering roles where I've cared for both younger children and seniors. These opportunities have significantly contributed to my holistic development, equipping me with a well-rounded skill set that transcends across various job domains. As a result, I am confident in my capacity to thrive in diverse situations, which I believe will greatly benefit my personal and professional endeavours.

BRANDS WORKED WITH

COOK (Retail Store)

Davidsons Homes (Real Estate)

Off to Work

Primark

Topgolf

Experience

● (Receptionist) Receptionist

Davidsons Homes (Real Estate | Oct 2023 - Nov 2023

- Main point of contact for all visitors and guests
- Responsible for post of office i.e. use of franken machine, distributing post to correct recipient.
- Appropriately directing telephone calls promptly and efficiently from Switchboard
- Allocating and booking meeting rooms on internal booking system.

● Health and Safety Administrator

Topgolf Chigwell | Jun 2022 - Sep 2023

Receptionist Role:

- Enhanced interpersonal skills for building rapport with diverse individuals.
- Developed empathy through handling inquiries and concerns.
- Gained conflict-resolution abilities for managing emotional situations.
- Heightened cultural sensitivity for working with diverse clients.
- Strengthened adaptability by handling dynamic and multitasking situations.

Health and Safety Administrator Role:

- Sharpened attention to detail for thorough client assessment.
- Developed proactive mindset through risk assessment and prevention.
- Improved stress management for supporting clients under pressure.
- Honed organizational skills through record keeping and documentation.
- Refined communication abilities for clear information dissemination.
- Deepened ethical awareness through compliance and confidentiality.



● Temporary Contract (Customer Service)

Primark | Oct 2022 - Dec 2022

- Manage inventory levels proactively to optimise sales performance.
- Uphold a comprehensive grasp of Primark's Corporate Social Responsibility policy.
- Rearrange merchandise according to directives from the Department Manager/Supervisor.
- Consistently showcase exemplary customer service.
- Address customer concerns or inquiries with professionalism and courtesy; escalate issues to senior management when appropriate.

- **Sales Assistant, Cashier**

COOK (Retail Store) | Jan 2020 - Sep 2021

Responsibilities included:

- Advising customers on all their needs and demands and advised them appropriately.
- Selling the sales points of the company
- Worked in the back ordering stock when delivery came.
- Trained new members of the team.
- Food safety knowledge
- Process till transactions



- **(Waitress & Sales Assistant)**

Off to Work | Jun 2021 - Sep 2021

- Worked in multiple events over the period, with events that include, Wimbledon 2021 tennis event, restaurants (both waiting and kitchens).
- Assess situations and understand which needs attending to first.
- Ability to work in constant fast paced environments during long shifts.
- Continuously worked with new people on different jobs
- Multi-tasking (dealing with phone call matters as well as in person matters simultaneously)