



# Nyisha Dwyer

I have over 15 years experience  
In high luxury fashion Retail.

📍 London, UK

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## Languages

English (Basic)

## About

A motivated, hardworking individual who has over 15 years experience within the retail industry from high luxury fashion & High street. I am very Flexible and also have the ability to work to deadlines and set targets, however I consider myself to have good communication skills and believe I can deliver excellent customer service at a professional manner . I work well within a team and independently. I am willing to adapt to any working environment, and I believe that once given the opportunity to prove myself; I would become a valuable asset to any company.

### BRANDS WORKED WITH

Selfridges & Co

## Experience

### ● Retail advisor

Selfridges & Co | May 2022 - Dec 2022

As a Sales Associate My Duties were :

- Deliver exceptional service to to customers by building rapport, sharing product knowledge and catering to their needs
- Conducting refunds and exchanges, helping the customers to find another suitable item/product if necessary or alternatively, offer our online services
- Working as part of a team focusing on creating a memorable customer experience. From selling and replenishing stock, cashing up and organising rails, to hosting, And understanding there is more to the customer experience than just selling
- Managing customer feedback, and use it constructively to Always continually raising the bar for service, sales and retail standards in my area
- Be responsible for the stock in my department, from unpacking deliveries, (new and replenished lines), to completing audits and maintaining the stock room
- Adapting to the challenges that vary from day to day. A flexible role, being required to work on different departments, taking my service excellence and collaborative spirit with me
- Using my natural curiosity to stay ahead of the latest trends by taking every opportunity to expand my knowledge of products and competitors
- Understanding follow health, safety and security procedures, and always playing an active role in preventing stock loss in my department

## Education & Training

2012 - 2013

### ● Croydon College

BTEC - Health and Social Care,

2005 - 2010

### ● St Michael & All Angels Academy

to Nursing,