



Kade Simon

Skin Consultant + Fragrance Ambassador

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Languages

English

About

I am an articulate, confident, well-groomed and charismatic individual with exceptional people skills. I am a great leader and team player with a high attention to detail, the ability to work within fast and slow-paced environments, taking on extra work when required. I pride myself on being efficient with my day-to-day tasks and duties whilst simultaneously performing to the highest of standards, given the chance I would love to show and prove how exactly my efforts and what I bring can and will make an impact toward your business.

BRANDS WORKED WITH



Experience

● Skin Consultant

Harrods | Jul 2023 - Now

My responsibilities include:

- Brand awareness - I liaise and build rapport with many consumers regarding brand awareness, provide product knowledge, assist consumers in selecting perfumes, offer personalised fragrance recommendations and conduct fragrance demonstrations.
- Refunds/exchanges - I deal with customer complaints and various other enquiries daily, including issuing refunds and exchanges.
- Cashing up/banking - Electronically count the digital float, inserting daily figures.
- Achieving daily sales/KPI targets - I consistently achieve and exceed my sales targets at La Mer, Maison Margiela and Dolce & Gabbana with sales exceeding well over £5k+.



● Fragrance Ambassador

Selfridges | Jul 2023 - Jan 2024

My responsibilities included:

- Brand awareness - I liaise and build rapport with many consumers regarding brand awareness, provide product knowledge, assist consumers in selecting perfumes, offer personalised fragrance recommendations and conduct fragrance demonstrations.
- Refunds/exchanges - I deal with customer complaints and various other enquiries daily, including issuing refunds and exchanges.
- Cashing up/banking - Electronically count the digital float, inserting daily figures.
- Achieving daily sales/KPI targets - I consistently achieved my sales targets whether that be on YSL, La Mer, Chanel, Tom Ford, Hermès, Creed, Killian, Maison Francis Kurkdjian with sales well over £7k+

● EE Guide

EE Studio | Mar 2023 - Jul 2023

My responsibilities included:

- Customer Service - Greeting, welcoming and handling customer's queries as well as starting new contracts, upgrading contracts, add lines, add to plans, home broadband upgrades, home security and providing beverages for my clients.
- Achieving daily sales/KPI targets - I effortlessly and effectively achieved consistent high value in sales, including ecosystem sales of Meta Quest 2

256GB, PS5 Disc & Digital Edition, two out of those being outright sales, all my sales are posted on the company workspace for all retail stores to see with photographic evidence followed by high praises in the comments.

- **Senior/Sales Advisor**

Swatch | Selfridges | Aug 2021 - Mar 2023

My responsibilities included:

- Admin - Liaising with managers, area managers, company bosses and numerous branches, concession stocktake and stock quantity reports using Microsoft Excel & Microsoft Word.
- Customer Service - Introducing customers to a wide range of different watches, ranging from plastic, silicone, bio ceramic, bio sourced, metal, battery and automatic operated.
- Refunds/exchanges - I dealt with customer complaints and various other enquiries daily, including issuing refunds and exchanges.
- Cashing up/banking - Electronically counting our digital float, inserting daily figures.
- Achieving daily sales/KPI targets - Ensuring the team are driven and motivated for the start of the trading day, informing the team on daily, monthly and weekly targets to be met per company standards, also assisting in closing sales for the team.



- **Sales Consultant**

Fenwick | Dec 2020 - May 2021

My responsibilities included:

- Customer Service - Introducing customers to a variety of skincare ranges and informing them on the benefits, history and product history.
- Cashing up/banking - Count float, cash up and bank the money at the end of the day.
- Maintaining brand counter - Cleaning, dusting & replenishing low stock lines.



- **[Fragrance Specialist]**

Selfridges | Nov 2018 - Mar 2020

My responsibilities included:

- Brand awareness - I liaised and built a rapport with many customers regarding brand history and product knowledge, which garnered me a large amount of clientele.
- Maintaining brand counter - Polishing fragrance bottles & replenishing low stock lines.
- Achieving daily sales/KPI targets - I consistently hit above and sometimes solely achieved the brands daily target regularly with sales well over £2,500.



- **[Senior Sales/Key Holder]**

Kurt Geiger | Jul 2018 - Aug 2019

My responsibilities included:

- Refunds/exchanges - I dealt with customer complaints and various other enquiries daily, including issuing refunds and exchanges.
- Cashing up/banking - Count float, cash up and bank the money at the end of the day.
- Opening/closing the store - Opening: Setting the till for the start of the trading day, replenishing and presenting items in orderly fashion for the opening. Closing: cash up, inserted daily figures on Microsoft Excel, leave on and turn off the necessities and lastly set the alarm before closing the store.
- Achieving daily sales/KPI targets - I alongside the team came up with a variety of creative ways to sell and achieve mounts of sales which led to us hitting target for the store on two different occasions.



- **[Key Holder]**

Lipault Paris | May 2018 - Nov 2018

My responsibilities included:

- Cashing up 3x a day - Every 3hrs I was required to cash up the till and insert figures throughout the day on to Microsoft Excel.
- Refunds/exchanges - I dealt with customer complaints and various other enquiries, including issuing refunds and exchanges.

- Opening/closing the store - Setting alarm and the till, hoovering, cleaning, replenishing and presenting items, inserted daily figures onto Microsoft Excel as well as switching off the necessary necessities and setting the alarm before locking up.
- Achieving daily sales/KPI targets - I consistently made sales despite it being a new store, I was the first employee to become "Star of The Month" and only employee with the highest sale record throughout my duration of employment.

Education & Training

2012 - 2015 ● **Stanmore College**
2 Film & Photography, Media