



Claire Palmer

Luxury brand firstclass sales & presentation skills with outstanding customer service & interaction
Always excel in KPIS

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Languages

English

About

With a rich background as a Skincare Consultant for Clarins UK, I've excelled in customer service and luxury product knowledge. My adaptability and passion for retail make me an exemplary candidate for temporary sales roles, proficient in all facets of customer engagement and sales excellence.

BRANDS WORKED WITH

Clarins UK Ltd

Experience

● Skincare Consultant

Clarins UK Ltd | Aug 2017 - Mar 2024

Skincare Consultant for Luxurious brand

● Recruitment Resourcer, promoted to Recruitment Consultant

TecSell Recruitment | Jan 2013 - Mar 2024

Key responsibilities:

- Contact new businesses for potential recruits, liaise and negotiate contracts
- Review candidate CV's for suitability for role, support candidate interview preparation
- Update job boards, marketing for new positions to match vacancies
- Perform general administration duties, draft letters and update company databases
- Hit and exceed revenue targets, currently achieving 125% of KPI revenue targets

● Play Assistant

Martinswood School | Jan 2012 - Jan 2013

Key responsibilities:

- Supervising primary school children
- Assisting with indoor and outdoor play and activities
- Ensuring health and safety of children at all times
- Reporting accidents and ensuring correct administration procedures

● Operations Assistant

Wow Awards | Jan 2010 - Jan 2011

Key responsibilities:

- Reporting to director and PA
- Dealing with a client database of over 35 clients - housing associations, police, constabularies, NHS - liaising with employer, processing employee nominations in relation to awards
- Business Development - setting up new licensees
- Accounts, expenses

Employment History (Continued)



● Customer Service Advisor

Vertex, | Jan 2006 - Jan 2009

Vertex is the client manager of Hertfordshire County Council

Key responsibilities:

- Worked in contact centre dealing with all incoming calls relating to services
- Covered areas such as - education benefit claims, renewal of library books, reporting highway faults, passenger transport queries student season ticket queries
- Dealt with complaints and sensitive issues in adult care services
- Met pressurised deadlines

- **Customer Service Agent**

Red Star Maintenance | Jan 2005 - Jan 2005

Key responsibilities:

- Answering customer queries for 24 hour call out trade services
- Booking emergency repairs, dealing with engineers, plumbers, locksmiths and double glazing specialists
- Processed administration for all works carried out
- Allocated jobs to available engineers
- Preparation of invoices and general office administration

- **Senior Commercial Recruitment Consultant**

Crown Personnel | Jan 2002 - Jan 2004

Key responsibilities:

- Day to day running of commercial division
- Responsible for commercial temporary and permanent placements
- Registering of new staff
- Visiting HR Managers and Companies Directors ensuring quality of service
- Business Development
- Working to and exceeding sales targets

- **Recruitment Consultant**

Team Support Agency | Mar 1998 - May 2002

Key responsibilities:

- Registering staff for work
- Matching clients to vacancies for both temporary and permanent contracts
- Reference checking
- Dealing with personnel in person and over the telephone
- Processing payroll
- Business development through cold calling companies
- Visiting existing clients to ensure quality of service

- **Passenger Service Agent**

| Jan 1997 - Jan 1998

Key responsibilities:

- Liaising with the public checking in flights for departure, reservation and ticket sales
- Investigating and resolving passenger questions and complaints
- Dealing with lost and stolen luggage queries
- Answering incoming calls from members of the public in relation to flight arrival times and ensuring all airlines met their flight departure times