



Caroline Okoro

Retail Assistant

📍 155 Halcot Ave, Bexleyheath DA6 7QD, UK

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Languages

English (Native)

French (Work Proficiency)

About

I am a passionate and dedicated individual with a keen eye for fashion and a strong background in retail. Having worked at JD Sports and Greggs, I have honed my skills in customer service, sales, and inventory management. My experience in these fast-paced environments has equipped me with the ability to handle multiple tasks efficiently while maintaining a high level of accuracy and attention to detail.

Fashion has always been a significant part of my life, and I am eager to bring my enthusiasm for style and trends to a dynamic retail team. I thrive in settings where I can interact with customers, helping them find the perfect items to suit their needs and tastes. My goal is to provide exceptional service and create a positive shopping experience for every customer.

With my strong work ethic, excellent communication skills, and a genuine love for the fashion industry, I am confident in my ability to contribute effectively to any fashion retail team. I am always eager to learn and grow, and I am excited about the opportunity to further develop my career in fashion retail.

BRANDS WORKED WITH

JD Sports

Greggs

The Royal Houseguards Hotel

Experience



Retail Assistant

JD Sports | Jul 2023 - Jan 2024

Provided high-quality customer service, assisting customers with product inquiries, resolving complaints, and ensuring a positive shopping experience. Met and exceeded sales targets through effective product recommendations, upselling, and cross-selling. Managed transactions, processed payments, and balanced cash registers accurately. Conducted stock checks, restocked shelves, and maintained inventory records. Assisted in setting up and maintaining attractive and effective store displays to promote products and maximize sales. Maintained an in-depth knowledge of sports apparel and footwear to effectively assist customers.



Team Member

Greggs | Mar 2023 - Jul 2023

Managed cash register operations, ensuring accurate transactions and handling cash, credit, and digital payments. Maintained strict adherence to health and safety regulations, receiving commendation during health inspections for exemplary cleanliness and food handling practices. Assisted in inventory management and stock replenishment, maintaining a clean and organized workspace. Participated in promotional activities to boost sales and enhance customer engagement.

Waitress

The Royal Houseguards Hotel | Jun 2022 - Jan 2023

Provided excellent table service to guests, taking orders accurately and delivering food and beverages promptly. Assisted in setting up dining areas, ensuring tables were properly arranged and clean before guests arrived. Maintained a thorough knowledge of the menu, including daily specials, to effectively answer guest inquiries and make recommendations. Managed multiple tables simultaneously in a fast-paced environment, ensuring all guests received attentive and timely service. Collaborated with kitchen staff to ensure orders were prepared correctly and delivered in a timely manner. Addressed and resolved guest complaints or issues professionally, ensuring a positive dining experience.

Education & Training

- 2022 - 2024

Beths Grammar School (College)

Economics, Pyschology and Mathematics,
- 2017 - 2023

St Catherine's Catholic School for Girls

GCSES,