



Lola A Oni

Luxury Retail Assistant • Aspiring PR Manager

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Languages

English (Native)

French (Basic)

About

A dedicated and personable professional with a proven track record in retail, known for excellent communication skills, a keen eye for detail. Consistently able to create a welcoming and enjoyable environment for clients, adept at handling transactions efficiently and providing informed product recommendations. Strong teamwork abilities and a proactive approach to ensure a positive and seamless experience, in all settings. Enthusiastic about maintaining high standards and fostering customer satisfaction.

BRANDS WORKED WITH

H&M

The Minked Studio

Experience

● Luxury Retail Assistant

360 TALENT | Jan 2024 - Jun 2024

During my temporary role at 360 Talent, I gained substantial experience in luxury retail sales by providing personalized shopping experiences for high-profile clients and maintaining expert knowledge of luxury brands and products. I exceeded sales targets through effective upselling and cross-selling while ensuring visual merchandising met brand standards. Additionally, I managed inventory control to maintain an optimal product range and handled transactions with precision and discretion. By cultivating long-term relationships, I contributed to customer loyalty and assisted in coordinating exclusive in-store events and promotions. I also addressed client inquiries and concerns promptly, ensuring a high level of customer satisfaction.



● Retail Sales Assistant

H&M | Jul 2023 - Sep 2023

Working at H&M was my first role, where I developed essential skills for a retail environment. I gained experience in time management by handling multiple tasks during shifts and serving customers promptly. Additionally, I honed my organisational skills through managing inventory and displays, ensuring a tidy environment for easier customer access. Furthermore, I enhanced my customer service and sales abilities by meeting customer needs and effectively persuading them to purchase goods.

● Lash Technician/Beauty Service Provider

The Minked Studio | Jan 2023 - Now

I currently own a beauty business where I manage all aspects of social media and digital presence. This involves social media branding and website design, ensuring a cohesive and appealing online image. I create eye-catching social media content designed to retain a large audience and attract new clientele, analysing metrics across various platforms to continually refine my strategies. Additionally, I handle administrative tasks and email marketing, which has enhanced my organizational skills and my ability to engage with customers effectively. My role has significantly increased my experience in customer service and communications, as I provide beauty services to 2-3 clients per day. This hands-on interaction has enhanced my ability to understand and meet client needs effectively, further contributing to the success and growth of my business.