



# Isabelle Beluche

Sales Associate

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## Languages

English

French

## About

I am a highly experienced professional with a passion for retail, fashion and selling, as well as delivering outstanding customer service. I always seek to inspire the customer through my belief and love for the product. I enjoy being part as a team, closely collaborating and sharing ideas. I have a flexible and positive approach in everything I do. I can thrive in a fast pace environment and under pressure. I use tact and diplomacy in resolving difficult situations. I am articulate, adaptable, presentable, hardworking and sales hungry. I always make the customer my number one priority. Helping and coaching my colleagues are also part of my abilities. I believe being a good listener, having an "I can do" attitude and consistency are the keys to success. I also display attention to details when helping to style customers.

### BRANDS WORKED WITH

Key holder Topshop

## Experience

### ● Sales Associate

Sales Associates Harrods | Jun 2023 - Sep 2023

- High standard Customer service: engaging, offering a personalised experience, assistance of selecting the perfect products, giving recommendations, creating rapport and long term relationship.
- Maintaining the store visual standards, size ordering, organizing, dusting
- Collaborating and working as a team member, participating in visual merchandising
- Processing transactions, working towards targets and KPIs
- Bra fitting



### ● Sales Associate

Selfridges | Jan 2022 - Jan 2023

- Customer Service: Engaging, hosting, offering help with queries, providing recommendations, helping with choices, link sales, bra fitting.
- Processing transactions, exchange and refunds, closing and opening tills.
- Stock replenishing, size ordering, merchandising, maintaining the highest standards
- Driving sales, KPIs and targets by consistently approaching and helping customers
- Collaborating and working with my team, resolving customer issues.

### ● Key holder Topshop | Jan 2018 - Jan 2021

- Customer service: greeting, advising customer and helping with queries
- Standards insuring good floor good presentation, sizing and security check
- Handling cash and proceeding transactions, refunds and exchange
- Replenishment, ensuring product availability and housekeeping
- Order in store, use of POS system, driving sales, supervising
- Helping with merchandising and shop floor layouts

### ● Brand specialist

-House Of Fraser -London | Jan 2000 - Jan 2018

- Driving Sales and targets, greeting and giving high standard customer service
  - Processing transactions and cash handling, refunds and exchanges
  - Managing fashion department, coaching and supervising
  - Merchandising ,stocktaking and replenishing
  - Order in store and driving store card sales. Working towards targets
  - Housekeeping, size ordering, security and ticket checks
- Worked in various departments such as: women fashion, hats, evening-wear, men and childrenswear, lingerie sleepwear and swimwear

