



# Jennifer Djimo

Customer Service Assistant

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## Languages

French (Fluent)

English (Fluent)

## About

With diverse experience in luxury retail, I've honed my customer service skills across brands like Tory Burch and Valentino. Versatile, I easily adapt to different work environments from department stores to flagship locations. My SIA security training enhances my ability to maintain store standards. Fluent in English and basic French.

### BRANDS WORKED WITH



## Experience



### ● Sales customer service assistant

Stephanie Jackson | Mar 2023 - Aug 2023

Since March 2023 I have worked in various brands such as Tory Burch, Monica Vinader, Lanvin and Valentino in locations in Bond Street, Marylebone, Covent Garden, Canary Wharf, Westfield London, Harrods and Selfridges. Looking prim and proper to the highest standard and excellent customer service.

Job roles included stocktaking, which required constant, checking, and re-checking quantity of stock, ensuring customers can try out different shoes of their size and different clothing in their size if not already available on the shopfloor, all in a quick and timely manner. Aiding the customer with any queries on the shopfloor, checking if all stock on shop floor is to standard and organising new stock.

### ● Sales Assistant

The O2 | Oct 2021 - Jul 2022

working on the tills as a cashier, aiding customer's with their fittings in the fitting rooms. Making sure stock was always replenished and that the shop floor always looked presentable. Whilst also ensuring store maintenance.



### ● Door Supervisor

Grand Park Hotel | Feb 2021 - Aug 2021

Did two courses with the SIA which included Door Supervisor and CCTV operator. Was part of the door supervisor security team for the women. Ability to guard rooms for 12hrs in the hotel helping them to quarantine safely by escorting the guests at night.



### ● Customer Service

Primark | Nov 2018 - May 2021

3 month temporary contract which then turned into a permanent one because of the hard work and benefitting attributes I used and put in. Job included tasks such as customer service, handling passports for tax free shopping, basic math skills, knowing how to use a till, folding and sorting out clothes (prep).

- Started at 17 years old.



### ● BBC Young Reporter (Gold

BBC News | Mar 2020 - Mar 2020

Winners) 2020  
BBC Short Film Documentary  
MARCH 2020

Involved me being part of a scene where I reflect on how multiculturalism is perceived within London and voicing out my opinions on issues discussing race, nationalism and British society which resulted in being broadcast on live TV for an interview with Asad Ahmed on the 10th March 2020 on the BBC 6 o'clock news.



- **Assistant**

TONI & GUY | Feb 2017 - Dec 2017

Job included tasks such as sweeping floors, washing and blow drying hair, washing dishes, cleaning and drying towels, serving tea or coffee, cleaning equipment, washing basins and the toilet.

- Started at 15 years old.
- Worked for one year.

- **Student Nurse**

Homerton University Hospital | Sep 2022 - Jul 2023

Experience with being a student adult nurse with skills in taking observations, helping with medications and writing care plans.