



Joshua Napoleon

Sales Associate

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Languages

- Italian (Native)
- English (Native)

About

With a rich background in luxury retail sales, I've excelled at Harrods, Diptyque, and UNIQLO, consistently surpassing sales targets. Skilled in enhancing customer experiences through expert engagement and product knowledge, I thrive in fast-paced environments, demonstrating adaptability across diverse high-end brands.

BRANDS WORKED WITH

- Cioccolata
- diptyque
- Läderach
- Michael Page
- Plana Resort
- Sports Direct
- UNIQLO

Experience



Sales Associate

Harrods | Oct 2023 - Now

- Actively engaged with customers by assessing their taste preferences through chocolate testers, resulting in increased sales and enhanced shopping experiences at Läderach in Harrods.
- Managed client requests and upheld standards in a busy environment at Läderach in Harrods through effective communication to ensure high-volume queues were sorted and ensured product availability through stock list planning.



Sales Associate

diptyque | Sep 2022 - Jun 2023

- Excelled in sales roles for luxury brands (Diptyque, Issey Miyake, Gucci) as part of an agency team, offering exceptional service and product knowledge.
- Adapted seamlessly to various brand cultures, consistently exceeding daily sales targets by an impressive average of 55%, surpassing £1,500.



Credit Management

Michael Page | Jun 2022 - Sep 2022

Generated detailed credit reports for approximately 90+ corporate clients daily, assessing their creditworthiness and payment history to aid consultants and risk managers in decision-making at Michael Page.

Supported internal compliance efforts in the auditing department, ensuring alignment with HR policies and external regulatory requirements, while also optimizing document management and enhancing accessibility for the operations department by liaising with insurance and vendor providers.



Sales Associate

UNIQLO | Feb 2022 - Jun 2022

Generated detailed credit reports for approximately 90+ corporate clients daily, assessing their creditworthiness and payment history to aid consultants and risk managers in decision-making at Michael Page.

- Supported internal compliance efforts in the auditing department, ensuring alignment with HR policies and external regulatory requirements, while also optimizing document management and enhancing accessibility for the operations department by liaising with insurance and vendor providers.



Sales Associate

Sports Direct | Oct 2021 - Jan 2022

- Delivered outstanding customer service, consistently meeting KPIs by promoting and selling an average of 4 pairs of insoles for every 10 pairs of shoes sold alongside customer purchases at Sports Direct.

- Efficiently handled back-office tasks and managed inventory, while also consistently achieving KPIs by selling premium labelled products and earning a 2% commission per purchase.

- **Generalist**

Plana Resort | Apr 2019 - Aug 2021

Acted as a receptionist for international clients, providing fluent Italian to English translation services.

- Successfully managed hotel reservations and facilitated ticket purchases for the poolside area.
- Oversaw beverage stock inventory for the bar and provided transportation services by driving an in-house electric vehicle to pick up an average of 40 clients per day from their point of arrival and escort them to their rooms.



- **Sales Associate**

Cioccolata | May 2016 - Jan 2019

Acted as a receptionist for international clients, providing fluent Italian to English translation services.

- Successfully managed hotel reservations and facilitated ticket purchases for the poolside area.
- Oversaw beverage stock inventory for the bar and provided transportation services by driving an in-house electric vehicle to pick up an average of 40 clients per day from their point of arrival and escort them to their rooms.