



Andy Yeung

Sales Assistant

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Languages

- English
- Cantonese

About

I am a friendly and outgoing person with excellent customer service with a passion for retail and business. My studies and my previous work experience have all been in these areas, and I am looking to progress as a part-time working student in a more challenging environment. I have a strong natural ability in communication skills which have enabled me to build strong relationships with customers and colleagues. I have previously managed a number of projects which resulted in a successful outcome, and I have the proficiency to supervise, manage and motivate other team members which makes me an important asset to any team or department. I love to stay organized and to take on many responsibilities, all whilst maintaining a positive team environment and attitude.

BRANDS WORKED WITH

- Bershka
- Holiday Inn Hotels
- KOBA,London,TottenhamCourtRoad
- UNIQLO
- ZARA

Experience



● Sales Assistant

ZARA | Jul 2021 - Sep 2022

Fielded customer questions to share information about products, availability, and pricing. Helped customers locate products and checked store system for merchandise at other sites.

● Waiter

KOBA,London,TottenhamCourtRoad | Aug 2021 - Sep 2023

Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest. Kept server areas clean and stocked to increase efficiency while working tables. Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times. Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business. Bussed tables during busy periods to assist staff and quickly turn over tables. Quickly reset and cleaned up tables after customers left to enable speedy turnaround and guest flow.

● Receptionist

HolidayInn,London,Stratford | Jan 2017 - Dec 2017

Provided clerical support to company employees by copying, faxing, and filing documents. Kept reception area clean and neat to give visitors positive first impression. Corresponded with clients through email, telephone, or postal mail. Managed multiple tasks and met time-sensitive deadlines.



● Sales Assistant

UNIQLO | Apr 2019 - Dec 2019

Contributed to a positive work atmosphere by consistently demonstrating a professional attitude towards colleagues and customers alike.

Enhanced customer satisfaction by promptly addressing inquiries and handling returns professionally.

Ensured that all company policies were adhered to diligently during transactions which included verifying age requirements for certain items.

Boosted add-on sales through suggestive selling techniques and product recommendations.

Assisted in inventory management, ensuring accurate stock levels for optimal sales performance

Education & Training

- 2021 - 2023 ● **University of Westminster Harrow**
Bachelor of Arts in Communication,
- 2018 - 2021 ● **NewCityCollege-Poplar,TowerHamlets**
Btec Extended Diploma: Creative Media,