



Hiu Lam Shum

Passionate in luxury sales professional with exceptional customer service skills and a polished, sophisticated approach.

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Links

- [Instagram](#)
- [YouTube](#)
- [WeChat](#)

Languages

- Mandarin
- English
- Cantonese

About

With passionate for providing an exceptional customer experience. Possesses in-depth product knowledge, a focus on building strong relationships, and a commitment to delivering exemplary customer service. Skilled in effective communication, sales, and negotiation techniques. Demonstrates professionalism, discretion, and a polished image in representing the brand. Committed to staying updated with industry trends and delivering personalized recommendations to meet the unique needs of luxury clientele. Exceptional customer service, my experience as a Sales Associate at FILA honed my skills in sales, personalised recommendations, and product knowledge. Fluent in Mandarin, English, and Cantonese, I excel in dynamic retail settings, offering tailored advice and support across various fashion categories.

BRANDS WORKED WITH



Experience



- **part time sales assistant**
FILA | May 2022 - Jun 2022

Education & Training

- 2022 - 2026 ● **University Arts of London**
BA (Hons) Design For Art Direction, Art and Design