



Jasdeep Kondal

Sales Specialist

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Languages

Punjabi (Work Proficiency)

English (Native)

About

I specialise in premium fragrance sales, with experience at John Lewis and Heathrow Airport. I excel in creating personalised customer experiences, meeting sales targets, and adapting to fast-paced environments. Passionate about delivering exceptional service and contributing to dynamic team atmospheres.

BRANDS WORKED WITH

- John Lewis
- Heathrow Airport
- Options direct Richmond Options direct
- Till host / 36t Hub Heathrow
- Saint Laurent
- Hermès
- Paco Rabanne
- Bulgari
- tiziana terenzi
- Versace

Experience



● Salesman

John Lewis | Oct 2023 - Dec 2023

As a Salesman at John Lewis, I specialized in representing premium perfume brands such as Chanel, Dior, and Tom Ford. My role centered on creating personalized and memorable customer experiences, understanding individual preferences, and providing tailored fragrance recommendations. I maintained extensive product knowledge, ensuring I could educate and engage customers effectively. My efforts consistently exceeded sales targets and fostered strong customer loyalty. Additionally, I collaborated on visual merchandising and organized in-store events, contributing to the overall success and vibrant atmosphere of the perfume department.



● Salesman / Synergy Promotions

Heathrow Airport | Aug 2022 - Dec 2022

My role in synergy promotions is to promote and sell products ranging from luxury fragrances, beauty and confectionary. Working with high end brands such as, BVLGARI, Hermes, Paco Robanne, YSL, Tiziana Terenzi etc, allowed me to identify the behavioural economics of consumers to another level. I am able to understand factors that persuade customers into purchasing specific products for example appearance of the product, advertising, and enticing/swaying customers into buying products we promote through my carefully selective words which I have learnt. I am also very well in handling/hitting targets and deadlines as synergy promotions set targets for sales I must achieve.

● Options direct Richmond Options direct | Aug 2020 - Aug 2022

configurate servers and laptops (server engineer) to our customers demand and preferences. Some of the responsibilities I have working at options direct are: * Configured, installed and upgraded new laptops and servers with the right applications * Delivered services to customer locations within specific timeframes. * Resolved problems, improved operations and provided exceptional service. * Collaborated with team members to achieve target results. * Monitored and tested application performance to identify potential issues with laptops or servers. * Worked with customers to understand needs and provide excellent service. * Built and maintained network infrastructure consisting of Windows, Linux and virtual products.

● Retail Specialist/

Till host / 36t Hub Heathrow | May 2023 - Sep 2023

As a Till Host at World Duty Free in Heathrow Airport we play a pivotal role in ensuring a seamless and enjoyable shopping experience for travelers. With my keen eye for detail and exceptional customer service skills, I was responsible for handling transactions at the cash register, offering a warm welcome to customers, and efficiently processing their purchases. As i was engaging in friendly interactions, the Till Host also assists

customers in finding the items they desire, providing information about products, and addressing any inquiries they may have. Beyond processing payments, I also handled various tasks such as gift wrapping, verifying identification for age-restricted purchases (such as alcohol or tobacco), and ensuring that all items are appropriately scanned and priced. In the dynamic environment of an international airport, I remained adaptable and composed, especially during busy periods. I collaborated closely with my colleagues to maintain a well-organized checkout area and uphold the store's standards of cleanliness and presentation. Ultimately, Working in World Duty Free at Heathrow Airport I contributed to enhancing the overall shopping experience by offering exceptional customer service, promoting a positive atmosphere, and ensuring that travelers depart with their desired items, satisfied with their encounter at the store.

Education & Training

2020 - 2022 ● **Heathland School**

A levels, Business Studies - A