



Yongxin Qiu

Mandarin Speaking Sales professional with 2 years fashion retail experience

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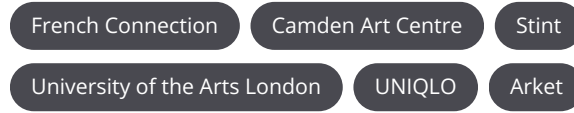
Languages

- Cantonese (Native)
- English (Fluent)
- Mandarin (Native)
- Spanish (Basic)
- Russian (Basic)

About

With two years of experience in high-street retail at French Connection and UNIQLO, I excel in customer service, achieving sales targets, and visual merchandising. Proficient in various aspects of retail operations, I'm adaptable to fast-paced environments and passionate about providing excellent customer experiences.

BRANDS WORKED WITH



Experience



● Sales Assistant (Contract)

French Connection | Aug 2023 - Feb 2024

- Consistently achieved monthly sales targets by using personal selling techniques, teamwork, interpersonal skills and active listening to deliver high quality customer service.
- Obtained monthly employees for 2 months with best performance in customer service, sales and 80% marketing capture.
- Dealt with an average of 100 customer's enquiries per day including payment, online orders, exchanges, and refunds and ensured all customer's complaints and queries are dealt with in a calm, and professional manner.
- Supported store visual presentation through contributing creative ideas on visual display based on colour orders, weekly product best-selling reports, which drove sales by 10%.



● Gallery Assistant (part-time)

Camden Art Centre | Jun 2023 - Now

- Supported the operation and successful coordination of 5 public events and gallery exhibitions per quarter.
- Serving drinks and food during events.
- Ensured strict adherence to health and safety policies and effective communication with stakeholders at all levels, resulting in 98% reduction in incidents or violations.
- Collaborated with a team to handle an average of 1500 visitors per quarter, providing an enjoyable experience for all visitors.



● Event Assistant (Contract)

University of the Arts London | Jun 2023 - Sep 2023

- Provided customer care to over 500 visitors by answering enquires and providing to solutions to challenges in a calm and professional manner.
- Preparing drinks and serving for visitors.
- Responsible for handling cash and POS machine.



● Sales Assistant

UNIQLO | Aug 2022 - May 2023

- Provided positive communication with an average of 50 customers per day and effectively dealt with customers inquiries to ensure excellent store experience.
- Achieved 135% of monthly store targets by collaborating with the team to steer store sales while maintaining a high-standard shop floor in compliance with defined guidelines.
- Supported the smooth operation in the store including managing fitting room, stock inventory and visual merchandising.
- Providing customers with styling suggestions, leveraging product knowledge including colour, materials, garment care, stock to drive sales.



● Sales Advisor

Arket | Oct 2021 - Feb 2022

Education & Training

2019 - 2022

● University of the Arts London

Bachelor of Arts,