



# Florida Kunzola

Sales Assistant

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## Languages

English

## About

With a proven track record at prestigious retailers such as Harrods and Sports Direct, I excel in exceeding sales targets and delivering exceptional customer service. My experience ranges across various retail environments, showcasing my adaptability and commitment to providing the ultimate shopping experience. Basic English proficiency enables me to connect with a diverse clientele effectively.

### BRANDS WORKED WITH



## Experience



● **sales associate**  
size? | Nov 2023 - Feb 2024



● **Luxury sales Assistant**  
Harrods | Jun 2023 - Aug 2023

- Working closely as part of a team on exceeding customer expectations and sales targets.
- Responsible for Harrods client's in-store day to day experience.
- Responsible for representing the Brand as a true ambassador taking a pro-active approach to sales and relationship building and upholding a professional attitude.
- Providing the ultimate guest experience in store and have a strong sense of personal style.



● **Casual sales assistant**  
Sports Direct | Mar 2023 - Jun 2023

- To greet customer with a sincere and warm welcome and ensure they are aware you are there to help
- To recommend, select and locate the correct merchandise for the customers needs
- Ask open questions to find out customers needs
- To receive and process cash and card transactions
- Be fully updated on product knowledge
- Maintain a customer friendly and customer focused environment at all times



● **Catering**  
TCS Recruitment UK | Jun 2022 - Dec 2022

- Serves customers
- Clearing of tables
- Preparing and serving high - quality alcoholic and non - alcoholic beverages
- Using a till to take orders and process payments
- Checking customers identification and age verification
- Engaging with customers and advising them about current promotions
- Maintaining a clean organised work space, responding to spills and other health and safety hazards
- Monitoring and replenishing stock levels as needed
- Serving foods and snacks
- Clearing tables, wiping surfaces and operating the dishwasher to ensure glassware is available



● **Seasonal Warehouse operative**  
FedEx | Nov 2021 - Dec 2021

- Perform a range of duties relating to the handling of stock items
- Receipt through to despatch

- Stock preparation to ensure a smooth flow of product through the warehouse
- Keeps products separated, organized and in good rotation
- Loading & Unloading vehicles, containers & trailers
- Recording/Reporting any damage to items or any shortage

### ● Sales Advisor

vodafone | Dec 2019 - Sep 2021

- Assist customers and provide necessary information to resolve their problems
- Interact with customers to handle complaints, process orders, and provide information about an organization's products and services
- Handling cash/cashier

Vodafone Sales Advisor December 2019 – September 2021

- Motivated and sales orientated
- Comfortable interacting directly with a diverse range of individuals and understand their wants and needs.
- Build trust and create personal experiences to be remembered
- Resolve any issue a customer may have, right there, right then
- Ensure high levels of customer satisfaction through excellent sales service
- Handling confidential customer information
- Knowledge about the latest technology and telecommunication
- Mathematical and computer skills
- Quickly and effectively checking customers out at the till
- Upholding the cleanliness of the store
- Excellent listening skills and a passion for helping people solve problems
- Verbal and written communication skills



### ● Sales Assistant

FOOTASYLUM | Nov 2018 - Mar 2019

- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Recommend and display items that match customer needs
- Welcome and greet customers
- Handling cash/cashier
- Manage point-of-sale processes
- Actively involve in the receiving of new shipments
- Accurately describe product features and benefits
- Follow all companies' policies and procedures

## Education & Training

### ● Rushcroft Foundation School

GCSE,,

### ● Birmingham City University

Bachelor of Science,