

Alley Robinson

Store assistant o2 Telefonica

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Languages

English

About

I have excellent customer service skills gained from working in the retail sector and take great professional pride in providing consistently high levels of customer care including problem resolution whenever necessary. I am accustomed to working to deadlines and achieving targets, either as part of a team or on an individual basis, without compromising the quality of work. My proven administrative skills include Microsoft Office, Excel and various software applications. My objective is to secure a position either in customer services, retail or administration. My preferred roles are receptionist, sales assistant, stockroom assistant, assistant manager or supervisor.

BRANDS WORKED WITH

Allsports East Ham

City Council

Game Ltd Store, Cheapside (Bank)

Moorefields Eye Hospital

Newham College of further education (Stratford campus)

Next

Robert Dyas

Wilkin & Sons Ltd.

Experience



Sales Assistant

Robert Dyas | Mar 2013 - Dec 2015

- Assisting Customers with purchases, cash refunds and product information
- Cash Handling skills, Credit Card and Cash transactions
- Using company system to correctly record stock Information
- Using HHT system for accurate information on missing products
- Meet target deadlines daily
- Effectively work as part of the Robert Dyas team as well as being able to meet daily targets

Healthcare Assistant

Moorefields Eye Hospital | Oct 2010 - Mar 2013

- Worked as part of a team in order to maintain high standards of safety and hygiene throughout the hospital
- Immediately logged and reported any potential hazards to supervisors
- Assisted patients in finding the correct departments and responded to general enquires from the public
- Supported new staff as they familiarised themselves with their job duties

Customer Services Assistant

Wilkin & Sons Ltd. | Jan 2010 - Mar 2013

- Assisted customers with purchases, enquiries, returns and refunds
- Worked as a cashier on the till dealing with credit and debit card transactions
- Ensured all that daily takings agreed with till receipts
- Dealt with nightly delivery of stock ensuring all stock was put out correctly for the next day's business

Flex Counter Assistant

Newham College of further education (Stratford campus) | Feb 2007 - May 2008

- Assisted tutors with group and individual lessons
- Upheld the college's guidelines concerning student conduct, health and safety, and correct use of facilities
- Promoted the college's reputation as a centre of learning excellence and personal development
- Ensured that facilities in the library and computer room were adequate
- Dealt with student registrations, provided general admin support and resolved any user problems encountered when using the Flex facilities
- Participated, as required, in the setting up of displays and demonstrations for open days, marketing events and exhibitions

- Dealt with inter library and inter-site loans and assisted in the organisation of resources for outreach and local centres
- Assisted and participated in staff development training
- Worked flexible shifts, including evenings, as requested

● Sales Assistant

Game Ltd Store, Cheapside (Bank) | Oct 2006 - Dec 2009

- Provided customers with product information, responded to general store enquires and promoted special offers
- Cash handling, credit and debit card transactions
- Kept up to date with all the latest product development and latest packages in order to accurately inform customers
- Maximised sales and encouraged customers to buy additional products as part of achieving store sales targets

● Sales Assistant – Supervisor

Allsports East Ham | Jun 2004 - Jan 2006

- During the Manager's absence performed supervisory duties such as organising staff, daily running of the store, cashing up, and post office money transfers
- Various customer related activities including sales, cash, credit and debit card transactions, stock control, receiving and checking incoming goods and, responding to customer enquiries in person and by phone



● Senior Sales Assistant / Delivery Manager

Next | May 2001 - May 2004

- Processed customer orders and incoming goods using a polling system for delivery and uploaded the information onto the company database
- Key holder responsibility for ensuring the store was locked securely following the day's business and that all security alarms were correctly set
- Managed the five person delivery team dealing with customer orders, stock taking and complaint resolution
- Cash handling duties and various sales transactions
- Provided additional support, supplementary to the job role, when requested by management including working additional hours
- Also provided extra literacy support to the manager, as due to his dyslexia, he needed assistance with the end of day store notes and written information relating to deliveries

● One Stop Service Officer (Customer Service)

City Council | Sep 2006

- General administration duties; checking customer details, dealing with the post, sending out parking permits, fines, application forms and council tax bills to Westminster residents
- Reception and telephone duties serving as first point of contact for customers
- Used CRM & Qmatic in house computer system to keep a record of all customers coming to the front desk who wished to speak with council staff
- Followed clearly defined council procedures when responding to customers including strict adherence to the Data Protection Act
- Attended regular training sessions to further develop job role

Education & Training

1991 - 1996

● St Bonaventure's Secondary School

GCSEs: Maths, English,,

1979 - 1999

● St Bonaventure's Secondary School

GNVQ Business Intermediate Studies & Advanced GNVQ in Business Studies,