



Vicente Cathnott

Retail Assistant/Sales Associate

[View profile on Dweet](#)

Links

[LinkedIn](#)

Languages

English

About

With a passion for retail honed at Brentford FC, I've excelled in sales, customer service, and stock management. My ability to build strong customer relationships and exceed sales targets makes me thrive in fast-paced retail environments. Fluent in basic English with comprehensive experience across various product categories including menswear, womenswear, accessories, and footwear.

BRANDS WORKED WITH

Brentford FC

Mitcham Park FC

Experience



● Retail Assistant

Brentford FC | Jul 2023 - Jul 2023

customers and offered assistance with selecting merchandise, finding accessories and completing purchases. Continually replenished stock in line with sales records, keeping well-maintained, presentable item displays. Delivered outstanding in-store experience through positive and attentive customer service. Used outstanding product knowledge, sales and customer relations skills to drive substantial profit increases. Regularly exceeded weekly sales targets through exceptional service and proven upselling techniques. Maintained easy-to-navigate stock room systems, ensuring products were stored and displayed in order. Maintained outstanding till service efficiency during peak hours, reducing customer wait times for optimised satisfaction. Operated cash registers with card only transactions Handles with customers on the phone and attended to their needs if i can. Fostered positive relationships with customers to

● Volunteer Helper

Mitcham Park FC | Mar 2022 - May 2023

exceptional communication and relationship-building skills to effectively liaise with colleagues, management and service users. Provided friendly service user support, signposting additional provisions for further help as appropriate. Worked with compassion and empathy to effectively engage people from diverse backgrounds. Contributed and volunteered for charity work through my 2 years i was at my football club did activities such as litter picking and sponsored jogs to raise money to send to charities and to help my club grow. February 2023 - April 2023 FA Coaching
• London FA Coaching Graduate lvl 1 training Cultivated close working relationships with students, teaching staff and parents. Boosted academic achievement of special needs students through compassionate, considered individual tutoring. Performed administrative activities such as taking attendance, marking assignments and maintaining student records. Distributed learning materials, textbooks and stationery, enabling full student co-operation in activities.
Prepared positive, productive learning environments with engaging wall displays and effective resources. Managed over 14 customers per day and handled 2 phone calls per day, this impacted customer service rating to outstanding

Education & Training

2023 - 2024 ● Shooter's hill Sixth Form College

Sports Level 2, Sports

2019 - 2023 ● Graveney School

GCSEs,

