



Shernece Hylton

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Languages

English (Native)

About

With over 6 years in retail, I've excelled at Schuh and Kurt Geiger in customer service, shop floor maintenance, and meeting targets. I adapt quickly to diverse environments and product categories, ensuring a seamless shopping experience for customers.

BRANDS WORKED WITH

- Govia Thameslink
- Kurt Geiger
- Marks and Spencers
- Schuh Limited
- STEINER INTERNATIONAL
- Willow Children Centre
- ZARA

Experience

● Sales Assistant

Schuh Limited | Sep 2022 - Apr 2023

- Serving customers and offering any additional items that they need
- Making sure the shop floor was presentable throughout the day
- Organising stock to make it easy for the team to find the item
- Packing orders and also organising delivery.
- Weekly targets was giving and had to to met



● Sale assistant

Kurt Geiger | Oct 2019 - Dec 2019

- Have to organised the store room to ensure that it easier for all the team members to find the items when looking for them
- Making sure that the shop floor in presentable throughout the whole day.
- We was a small team so we had to make sure that we communicated well with each other so that we could get tasks done within the correct time.
- We was also given targets to hit weekly, we didn't just give customer service to customers that are in our department but also to all the other customers as well.

● Volunteer

Willow Children Centre | Mar 2018 - Dec 2018

- Learnt to interact with children with disabilities and children that don't have disabilities from the ages of 3 - 5 years old.
- I assisted the staff member when preparing Lunch / fruit time and also watching over the children when they go outside to play.
- I kept all areas of the nursery clean and tidy once the children stop playing in that area.

● Station assistant

Govia Thameslink | Jun 2014 - May 2016

- I have the responsibility of looking after the whole station on my own make sure that health and safety was at the highest standards for my self and the passengers that flowed through the station.
- Keeping passengers up to date with the train times, destinations of the trains and if there was any disruptions.
- I assist passengers that had disabilities and would help them get on and off the trains.
- Had to also make sure that all posters and flyers were up to date and changed if needed to.



- **Cashier**

ZARA | Aug 2012 - Jun 2014

- I learnt to deal with refunds and work on my customer service skills so that they could be effective when dealing with hard situations.
- I learnt how to do transactions and handled money and helped with banking at the end of the day.
- I was also trained to handle faulty items and sort of delivery so that I could help in all areas of the shop.

- **Customer Advisor**

Marks and Spencers | Oct 2011 - Feb 2012

- Worked in a team to ensure all the daily task and deliveries were completed and shelves were fully stocked up.
- I was always well presented, polite and friendly to customers and team members.
- I was also trained on the tills and was trained to closed and open the tills and the beginning and end of the day.

- **Beauty therapist**

STEINER INTERNATIONAL | Nov 2010 - Jan 2011

- I was trained to give facials, massages, waxing the Elmis way to ensure that they was up. To the spa standards.
- I had set targets everyday that had to be completed and learnt to sell spa products and treatments.
- Health and safety and hygiene had to be kept at a high standard throughout the spa and also with my appearances.

Education & Training

- 2012 ● **London Metropolitan University Trinity College London**
Foundation Degree in Public Health and Social Care,
- 2008 - 2010 ● **Hill College**
NVQ in Level 3 Beauty Therapy,
- 2007 - 2008 ● **Harrow College**
NVQ in level 2 Beauty Therapy,
- 2003 - 2007 ● **John Kelly girls Technology College**
BTECH in Art & Design,