



Shayrese Fernan- des

Associate

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Languages

English (Fluent)

About

I have experience as a sales associate at Zara, excelling in customer service and increasing store sales by 10%. I'm adaptable, punctual, and passionate about fashion, aiming to leverage my skills in dynamic retail environments.

BRANDS WORKED WITH

- White city Westfield
- Gatwick Airport
- Streatham
- Thornton Heath
- ZARA
- Argos
- Nando's

Experience

● Associate

White city Westfield | Oct 2022 - Jul 2023

The finest job I've ever had so far was working for Zara since it gave me an understanding of how to run a store. As a sales representative, I've developed a lot of skills. makes product recommendations and style recommendations using knowledge of fashion provides dependable, high-quality customer service while multitasking in hectic work settings. able to sell shop goods effectively, increasing store sales by 10% annually. Effectively communicates with teammates, management, and customers. also pointed me directly in the direction of my goal, which is pursuing a career in fashion.



● Waitress

Gatwick Airport | Jul 2022 - Sep 2022

• working for Nando's and have developed a few skills, including the ability to operate in a fast paced atmosphere and have excellent active listening abilities.



● Retail associate

Streatham | Mar 2022 - May 2022

Previously, I worked for Argos for a short while and developed my excellent critical thinking abilities.

- customer service
- decision making
- Teamwork
- Problem solving
- time management
- Adaptability CHARITY WORK Taking orders from customers When consumers sought for suggestions on how to ensure customer satisfaction with their clothing, I made sure they were always satisfied with their purchase when they left. Customers were constantly monitored and provided with the finest service available. I made sure that customer communication was excellent over the phone.

● Teacher assistant

Thornton Heath | Jun 2020 - Jul 2020

My interpersonal communication skills have improved as a result of working as a Teacher Assistant and interacting with staff and students.

- My academic background has equipped me to handle a variety of written communication situations.
- Successfully juggled studies, extracurricular activities, and volunteer work

Education & Training

2015 - 2020

● Secondary school: Harris South Norwood

8 GCSES,

