



Katrina Taylor

Sales assistant

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Languages

English

About

With a background as a sales assistant at Savers, I've developed retail expertise managing transactions, assisting customers and merchandising. My time as a restaurant server strengthened my customer service skills in high-pressure situations. Fluent in basic English, I'm comfortable handling diverse roles in fast-paced environments.

BRANDS WORKED WITH

C2Strategy

Good Grain Bakery

La cage imaginaire

Savers

Experience

● Sampling and website builder

Good Grain Bakery | Jan 2019 - Jan 2024

Sampling and website building freelance over the past few years

- Offering product samples to potential customers to encourage purchase decisions
- Developing a robust e-commerce platform and seamlessly migrating existing customer reviews utilising Shopify's capabilities

● Consultant

C2Strategy | Jul 2023 - Jul 2023

- Generating & compiling data via Excel regarding capacity utilisation of office space
- Communicating directly with C2's Director, while also managing an on-site team of five
- Providing data which informs key decisions on how office space is used to maximise cost savings

● Waitressing

La cage imaginaire | Jul 2021 - Apr 2023

(Full time) July 2021 – Sep 2021 , (Part time) Jan 2023- April 2023

- Responsible for taking orders for food and beverages, ensuring accuracy and customer satisfaction
- Provided recommendations based on preferences and dietary requirement
- Maintained cleanliness and organisation of the dining area
- Conducted errands to supermarkets for essential supplies
- Processed payments using card readers, demonstrating proficiency in handling financial transactions, as well as handling cash payments This all helped me to develop exceptional interpersonal skills as I interacted with a diverse clientele in a fast paced environment. As well as demonstrating my ability to remain composed and efficient under pressure, ensuring smooth operations.



● Sales Assistant

Savers | Mar 2022 - Sep 2022

- I managed the cash register, proficiently handling transactions
- Assisting customers by guiding them through the store and addressing inquiries, ensuring a satisfactory shopping experience
- Performing floor duties including restocking shelves and merchandising products to maintain an appealing store environment
- Through this I developed proficiency in commercial technology through hands-on experience with the store's point-of-sale system. As well as enhanced customer engagement skills by effectively responding to customer needs and preferences

Education & Training

- 2023 - 2026 ● **Royal Holloway University of London**
Degree, Classical Civilisation
- 2016 - 2023 ● **Mount House School**
A-Levels,
- 2016 - 2023 ● **Mount House School**
GCSE,