

# Jing Zhang

Store manager

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## Languages

Mandarin

English

## About

I have extensive experience in retail and beauty environments, excelling in customer service, stock management, and product recommendations. I am skilled at using social media for customer engagement and adaptable with tasks and schedules to ensure smooth store operations.

### BRANDS WORKED WITH

Elements Hair Salon

Rupert Jade beauty salon

J SAINSBURY

Somerfield

## Experience



### ● Receptionist

Elements Hair Salon | Jan 2021 - Jan 2023

As a Receptionist my duties included:

- Delivering high quality customer service
- Informing the customer on the allergy test of dying hair
- Demonstrating proper use of skin care products
- Identify customer needs and recommend colour and skin care products based on their preferences
- Explain to customers how to use hair care products they're interested in after dying colour
- Advise customers on how to take care of their skin rash
- Replenish stock as needed
- Using Chinese social media to reach out to new customers and post achievement exhibition
- Updating weekly store reports and monthly reports
- Arranging in store achievement exhibition events
- Following up with the customers via phone and email

### ● Assistant Store Manager/Receptionist

Rupert Jade beauty salon | Jan 2017 - Jan 2020

Working as an Assistant Store Manager my duties included:

- Managing stock control and orders from multiple suppliers
- Ensuring staff members have their correct shifts and making sure stock is placed in the right locations within the store
- Creating an online customer base via social media (Facebook, WeChat and WhatsApp)
- Dealing with customers daily for issues and general customers' needs
- Keeping the store and stockroom clear and clean
- Opening and closing of the store
- Closing the cash register and consolidating the customer payments at the end of each day
- Managing store fire safety

### ● Part-time

J SAINSBURY | Jan 2010 - Jan 2011



### ● Customer Service Assistant

Somerfield | Jan 2007 - Jan 2010

As a customer service assistant my duties included:

- Working on the kiosk
- Assisting customers with complaints or issues
- Keeping shelves well-stocked
- Rotating products
- Answer work phone regarding customer queries
- Training new staff in the running of the department

### ● Trainee Nurse

| Jan 2001 - Jan 2002

As a Trainee Nurse my duties included:

- Delivering high quality, compassionate care whilst undertaking specific

clinical and care tasks under the direction of a registered nurse (or other registered care professional dependent on PCN), with a focus on promoting good health and independence

- Working as part of a multidisciplinary team (MDT), delivering a high standard of care that focuses on the direct needs of the patient
- Working with a supervisor to take responsibility for developing own clinical competence, leadership, and reflective practice skills within the workplace, while on placements and through attending the Nursing Associate Training Programme
- Developed, by the end of the Nursing Associate Training Programme, the ability to work without direct supervision, at times delivering care independently in line with the individual's defined plan of care, within the parameters of the nursing associate role, accessing clinical and care advice when needed

## Education & Training

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2006 - 2008 ● **London Southwark College**

Master of Health Science,

2003 - 2006 ● **Rose of York English Language School**

Advance level,