



# Sherona Ssekimpi

Fidelity International - Client Services

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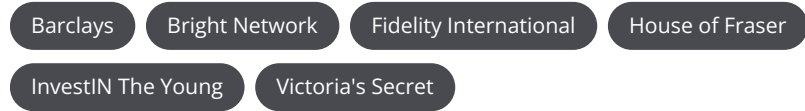
## Languages

English

## About

An experienced retail professional, I've successfully driven sales at Victoria's Secret and House of Fraser. Proficient in CRM and stock control, I excel in dynamic retail environments. My financial background enhances my ability to achieve KPIs. Fluent in basic English with a versatile skill set.

### BRANDS WORKED WITH



## Experience



### Client Services Associate

Fidelity International | Sep 2022 - Now

- Escalated risk, potential fraud or vulnerable customer situations, ensuring escalation to the appropriate person.
- Took ownership of every client interaction to ensure issues and enquiries are resolved to the satisfaction of the client and business.
- Assisting in client sells and buys, confirming valuation correct to the last dealing point.
- Orchestrated the generation of five high value client leads, collectively valued at £3.5 million pounds.



### Sales Associate

Victoria's Secret | Jun 2021 - Jan 2022

- Reinforced customer buying decisions.
- Encouraged purchases of additional items to increase sales.



### Internship on Audit, Tax and Corporate Finance

Bright Network | Jul 2021 - Jul 2021

- Completed a PESTEL analysis to identify external and internal influences on EY.
- Completed risk and controls assessment as a team to help consider stock, payroll and financial reporting process.



### Sales Associate

House of Fraser | Mar 2019 - Dec 2019

- Supporting store with visual merchandises

### Investment Banker Programme

InvestIN The Young | Jun 2019 - Jul 2019

- Introduced to hedge funds and discussed high level trading strategies with senior portfolio managers, also the economic influences on trading activity, interest rates, inflations and money supply.
- Played a real-life trading game with commodities which required us to work in teams to come up with a strategy to trade effectively minimizing costs.
- Participated in a market auction.

### Work experience

Barclays | Jul 2017 - Jul 2017

- Demonstrated company's regulations, beliefs and values.
- Enhanced critical thinking skills by analysing diferent data.



### Showroom Advisor

B&Q | Jan 2022 - Aug 2022

- Coordinating 3D Projects on software to curate designs for clients virtually and face to face
- Explored possible recommendations for the right finance, products and installation options.

## Education & Training

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2018 - 2020 ● **Shirley High School**

BEC Business Studies – DMM,

2016 - 2018 ● **Shirley High School, School Prefect**

8 GCSE's,