



Tishawna Saunders

Retail Assistant

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Languages

English (Native)

About

With a strong background in high-end retail, I excel in customer engagement and sales across premium sectors. My experience includes personalised service, inventory management, and brand promotion, ensuring exceptional shopping experiences. Fluent in English with versatile skills adaptable to any retail environment.

BRANDS WORKED WITH

- bloobloom
- Spektrum Solutions (UK) Ltd
- Angie's Hair Salon
- Lux Recruitment

Experience



● Optical Retail Assistant

bloobloom | Jul 2023 - Now

- Selling prescription and no prescription glasses to customers when they come into the
 - store.
 - Measuring people's prescriptions of there glasses when coming in for an eye test.
 - Explaining the concept of the brand and what the brand does to help benefit other people and help around the world with the "pay for pay" scheme.
 - When customers enter the store I give them a warm greeting and explain the basics of how our store layout is displayed.
 - Clean the frames and keep the store very tidy as everything is put back straight away and counter left with nothing but iPads.
 - Used excellent customer service skills to provide a positive experience with anyone who comes to have a look or purchase.
 - Reading prescription is a skill I've learnt in order to give the customer the right product as it is important as it is a medical necessity.



● Luxury Retail Assistant

Lux Recruitment | Nov 2022 - Jun 2023

- Lux Recruitment Nov 2022 – June 2023 United Kingdom
 - Selling high end products to customers when they come into the store.
 - Advertising the different brands to the customers to help promote the brand and get them to want to purchase the items regardless of the expenses.
 - Engaging with the products to allow them to test and smell them to find out the ideal product for them and make sure the customer is satisfied with their purchase.
 - Interacted with clients and associated while appropriately representing the brands
 - Maintained inventory and prepared lists of submitted orders of products to store manager.
 - Created merchandise displays that are customer-oriented and assisted mazimising sales
 - Used excellent customer service skills to provide a positive experience
 - Performed all functions regarding receiving, restocking and managing stock
 - Ensured a clean work area while processing item stock

● File/Receipt Organiser

Spektrum Solutions (UK) Ltd | Dec 2021 - Apr 2022

- Building customer relationships by utilising effective communication and anticipating client needs, e.g. organising the file cabinet during less demanding times.
 - By understanding the organisation's objectives, I supported the productivity objectives. I took initiative to organise receipts in date orders in order to document them.
 - Utilised Microsoft Office tools to facilitate the administrative efforts and

run an accurate appointment schedule. In addition to maintaining an effective billing overview in Excel.

- **Hair Salon Assistant**

Angie's Hair Salon | Jul 2021 - Sep 2022

- Utilising Excel to maintain an organised overview of the weekly bookings, 30+. Managing the reminder system for clients in order to have optimal usage of the facilities and employee's schedules.
- Delivering high rated customer service by welcoming all customers and providing them with condiments while they wait for their host.
- Supporting staff with small tasks such as straightening and curling client's hair for events such as weddings and other memorable occasions.
- Facilitating marketing efforts by promoting products and services on social media platforms.
- Processing client billing by utilising modern payments methods as well as cash.
- Maintaining the stock of the salon in addition to securing a presentable front store. Organising the shelves and performing cleaning activities when needed.

Education & Training

2022 - 2024

- **Monoux Collage**

A-Levels, Business & Legal Studies

2017 - 2022

- **Barking Abbey School**

GCSE, Maths, English, Science, Business, History, French, Drama,