



Sheena Jibowu

Sales advisor

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Languages

English

French

About

With a robust background at Neuhaus, I've honed my skills in customer service, strategic product placement, and exceptional product knowledge. A native English speaker and with intermediate French, I thrive in luxury retail environments, adept at enhancing customer experiences and meeting targets.

BRANDS WORKED WITH

Neuhaus

Experience



● Sales Advisor

Neuhaus | Mar 2022 - Dec 2022

Role and Achievements/Transferable skills:

- Greet customers politely and promptly, cultivating a relaxed atmosphere
- Increased customer retention due to consistently excellent customer service and representing the brand positively
- Contributed to an innovative retail environment, by suggesting strategic product placement and interesting shop displays
- Registering customers as part of membership scheme; to hit internal targets set for insiders registration
- Used open questions to infer customer wants and used exemplary product knowledge to address specific needs
- Played an active role as a team member, while supporting my store manager by advising on customer feedback and reviews
- Diligently unpacked deliveries; checked and rotated stock daily, and maintained the shop floor.
- Opening and closing the till on every shift according to store policy
- Adhered to health and safety policies by out weekly fire alarm tests and preventing theft

Education & Training

2021 - 2024

● King's College London

Bachelor of Music,