



Linda Ji

Sales Consultant

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Languages

- Cantonese
- Mandarin
- English

About

I am a working hard with passion and be good at communication, seeking role of a customer service position with a challenging company that offers me the possibility of professional growth and career advancement opportunities.

BRANDS WORKED WITH

- Apers Casino Stratford city
- ASPER SERVICES
- Capital Business consulting Ltd.
- fashion handbags retail, Oriental Legend Ltd
- Mappin & Webb Regent street
- Prada

Experience



Senior sales consultant

Prada | Jan 2015 - Jan 2019

- Provide an exceptional customer service experience by greeting, listening and assisting customers with their requirements excellent product knowledge alongside the history of the brand Maximise opportunities to cross and up-sell throughout the product range
- Discuss up and coming trends and developments within the luxury fashion market, displaying a passion for fashion and luxury products Ensure the customer is always at ease while building a personable relationship Ensure all customer information is up to date within the company CRM system
- Reach out to customers via email and social media to promote new product lines and invite only store events, working to retain existing customers and bring in new high potential customers
- Maintained merchandise displays, ensuring all displays remained at a high standard and made suggestions for updates to further entice customers
- Sales floor including ensuring the floor remains clean and tidy, with an appropriate number of products and ranges on display, in line with the company policies and procedures
- Compete regular stock checks, ensuring the stock inventory is maintained at a satisfactory level and products are replenished when required



Customer service -hospitality team member

ASPER SERVICES | Jan 2013 - Jan 2014

- Taking role as guest relations. Register customer to be casino membership.
- Experience in all aspects of customer service – dealing with inquires over the phone and face to face.
- Provide customers with information regarding casino service.
- Communication skills with a friendly and professional manne
- Actively greeting customers and maintaining a level of conversation
- Listening to and helping customers as much as possible to solve the problem they have discussed.
- Strive for quick complaint resolution and avoid escalation of issues.

Slot host

Apers Casino Stratford city | Jan 2012 - Jan 2013

- Assists casino guests with their requests, needs and introduce special features of the available facilities and casino plays
- Provided and offered other services to customers such as food and drinks and other casino promotional activities
- Solve some simple problem on the machine.

Sales consultant

Mappin & Webb Regent street | Jan 2011 - Jan 2012

- Greeting & Welcoming all potential and existing customers in the store.
- Matching the customer's needs to the right products.

- Willing to approach customers and able to close a sale.
- Working as part of sales team providing excellent customer service.
- Excellent product knowledge.
- Having team meeting and sharing best practice ideas with colleagues.
- Adherence to all Company policies and procedures.
- Analyzing sales statics and determining sales potential & inventory requirement.

- **Sales Assistant**

fashion handbags retail, Oriental Legend Ltd | Jan 2007 - Jan 2010

- Sales role on fashion handbags, in retail store located in a shopping Centre.
- Manage to provide support on sales and marketing plan.
- A key member of the sales team who conducted sales plan within time.
- Significantly developed sales, communicate and interpersonal skills to increase effectiveness, and deliver exceptional customer service.

- Capital Business consulting Ltd. | Jan 2006 - Jan 2007

- Make sure that all visitors are served in polite, friendly helpful manner and giving talks about the culture, language and history.
- Assisting with security
- Developing and establishing relationships with travel agent.

Education & Training

2003 - 2006 ● **University of Birmingham**

Tourism business management,

2001 - 2003 ● **Swansea University**

The certificate in English language,