

Luke Rogers

Customer & Sales Operations

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Languages

English

About

With a robust background in retail, I excel in providing exceptional customer service and stock management across various settings, from high-end boutiques to department stores. My experience includes ensuring product availability and fostering positive shopping experiences, demonstrating flexibility and dedication in every role.

BRANDS WORKED WITH

JJ Roofing Supplies

Dalston Rooftop

Sainsbury's

House of Hackney

Flight Club Darts

MARGOT

Jaguar Shoes, Shoreditch

LLOYDS TSB

Experience



Customer Sales Assistant

JJ Roofing Supplies | Jan 2024 - Now

- Provided excellent customer service, assisting customers with product inquiries and purchases.
- Responsible for opening and closing the store, ensuring smooth operations.
- Achieved sales objectives and demonstrated product knowledge to meet customer needs.

Amazon, Wembley - Night Shift Supervisor (2022)

- Supervised warehouse employees and ensured the efficient handling of packages.
- Maintained warehouse units and oversaw packages being sent out for delivery.

Bar Back | Stockist

Dalston Rooftop | Jan 2015 - Jan 2016

- Managed diverse stock items, including kegs and premium beverages, to support bar operations.
- (Include details of your achievements and responsibilities in this role).



Stock Assistant

Sainsbury's | Jan 2014 - Jan 2015

- Managed stock inventory for optimal accessibility and efficiency within the store.
- Collaborated with team members to ensure smooth flow of products and minimise stock discrepancies.
- Provided excellent customer service by assisting customers and maintaining a clean stockroom.



Shoreditch Stockist

House of Hackney | Jan 2014 - Jan 2015

- Efficiently replenished luxury stock, contributing to a visually appealing store environment.
- Coordinated stock deliveries and processing, reducing material expenses.



Shoreditch

Flight Club Darts | Apr 2024

- Played a crucial role in maintaining the cleanliness and organisation of the bar area.
- Responsibly restocked bar supplies and washed glasses to ensure efficient service.
- Successfully changed kegs to ensure continuous availability of beverages.



- **Stocker**

MARGOT | Jan 2016

- Efficiently replenished stock for the bar area, contributing to seamless operations.
- Maintained cleanliness and organisation of the work station to uphold hygiene standards.
- Worked collaboratively with colleagues and management to achieve operational goals.

- **Jaguar Shoes, Shoreditch | Jan 2015**

- Supported the bar team by ensuring adequate stock levels and assisting with bar setup.
- Maintained cleanliness behind the bar and adhered to health and safety standards.
- Collaborated with bartenders to provide seamless service to customers.

- **School Work Experience**

LLOYDS TSB | Jan 2009

- Contributed to bank operations, engaged in team meetings, and assisted customers with financial transactions.

Education & Training

2017 - 2021

- **University of the Arts**

BA (Hons) in User Experience Design,,