



Hajer Ozturk

Sales advisor

[View profile on Dweet](#)

Languages

English (Fluent)

About

With a robust background in high-end retail, I've honed my skills in sales and exceptional customer service at Harrods and Perfume Shop. My proficiency in product knowledge, upselling, and working in fast-paced settings make me adaptable for various retail roles.

BRANDS WORKED WITH



Experience



● Senior Sales Advisor

Harrods | May 2019 - Nov 2019

- Provided expert advice and give the highest level of customized service to individual clients
- Provided personalized attention and advanced knowledge of products and services
- Providing high standards of service, sales, and customer satisfaction

● Sales Advisor

Perfume Shop/Westfields | May 2018 - May 2019

- Sold perfumes and fragrances from luxury brands such as Chanel, Dior and Tom Ford as well as various others.
- Used product knowledge to make recommendations to customers to find their perfume of choice as well as made personal recommendations
 - Upsold additional products to customers
 - Merchandised and arranged products
 - Handled cash and credit card transactions
 - Supported colleagues to achieve targets
 - Maintained knowledge of sales promotions and general product knowledge
 - Stock replenishment, kept work areas clean and tidy
 - Adhered to companies' police and procedures
- Achievement Used excellent customer service and communication skills to hit my individual sales target as well as helping the team hit the store target

● Sales Assistant

Pearsons | May 2016 - May 2018

- Greeted customers in a timely fashion whilst quickly determined their needs.
- Recommended merchandise to customers after establishing their needs
- Maintained knowledge of current sales and promotions, policies regarding payment exchanges, and security practices
- Responded to customer queries in enough time
- Cooperated with other branches to determine merchandise availability
- Engaged with customers in a sincere and friendly manner
- Completed all cleaning and stocking
- Organized tasks to be completed, handled cash transactions



● Self- Management

Own Business Cards | Apr 2014 - May 2016

- Undertook several measures with career progression.



● Sales Assistant

CHOICE | May 2013 - Apr 2014

- Provided a high Level of customer service
- Proactively managed responsibilities by prioritizing customers' needs

over completing other routine tasks

- Informed customers of promotions
- Effectively found solutions to customer complaints and queries.
- Completed all cleaning, stocking and organized tasks in assigned area.
- Achieved targets in assigned sales area
- Recommended merchandise to customers based on their queries
- Offered additional merchandise to customers based on their needs and purchases
- Trained and developed new staff members
- Cash management and worked with POS systems