



Elorm Agbenu

Retail Sales Associate

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Languages

English (Native)

French (Basic)

About

With a proven record in retail, I excel at enhancing customer satisfaction through personalised service and adept problem-solving across premium, luxury, and high street segments. My roles have spanned apparel sales to customer service, consistently meeting targets and fostering client loyalty.

BRANDS WORKED WITH

Joshdel Projects Ltd

Nallem Clothing Limited

Nolux Plantations

Bloom Bar Limited

Experience

● Customer Service Representative

Joshdel Projects Ltd | Jan 2024 - Apr 2024

- Demonstrate strong problem-solving skills by addressing customer inquiries, complaints, and concerns in a timely and empathetic manner, resulting in increased customer satisfaction and retention.
- Cultivate positive relationships with customers through active listening, rapport-building, and personalized interactions, fostering long-term loyalty and generating repeat business opportunities for the company.

● Clothing Retail (Sales Advisor)

Nallem Clothing Limited | Jul 2023 - Dec 2023

- Constantly achieving personal sales targets and goals set.
- Assisting and enhancing clients in their purchase journey.
- Making sure Clients are involved with decision making, providing multiple options and solutions to meet needs, and ultimately achieving satisfaction when they are walking out of the door.
- Maintain and help support management to manage shop floor and assist with repairs/after care service.

● Warehouse Associate

Nolux Plantations | Nov 2022 - Jul 2023

- Sorting, Picking, Batching items for client orders.

● Assistant Operations Manager (Part Time)

Bloom Bar Limited | Dec 2018 - May 2022

- Creating duty rosters for staff on shifts.
- In charge of the day-to-day logistics of the business
- Day to day organisation of personnel for training and screening
- Welfare of the workforce
- Keeping Daily standards at the highest point possible to attain industrial sustainability.

Education & Training

2024 - 2025

● Robert Gordon University

MSc Construction Project Management,

2012 - 2016

● Kwame Nkrumah University of Science and Technology

Bachelor of Science,