



Grace Akala

Retail Sales Assistant

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Languages

English (Native)

Yoruba (Work Proficiency)

About

I have extensive retail experience, including as a Sales Assistant at Barnardo's where I excelled in upselling, inventory management, and providing excellent customer service. My adaptability and strong communication skills make me well-suited for dynamic retail environments.

Experience



3D Fashion Designer

Together Labs | Jun 2020 - Now

- Directed the design, production, and monetisation of 3D designs and NFTs across metaverse platforms and social media
- Determined key market trends to create innovative products, which yielded 121,500 unit sales from the debut set in 2020
- Earned c. \$28,000 USD in revenue through 500,000 unit sales of the top 5 best-selling products between 2021-2022
- Titled as 'Veteran Tier 10 Pro Creator' (representing the top 1% of 100,000+ creators on the platform globally)

Hostess / FOH Assistant

Various (Nando's & Showcase Cinemas) | Aug 2018 - Aug 2019

- Adapted to diverse tasks, handling inquiries, directing phone calls, and addressing concerns promptly and professionally
- Recognised for exemplary frontline hospitality, surpassing visitors' expectations with enthusiasm and dedication
- Implemented effective upselling techniques, resulting in a 15% increase in average customer spend during shifts
- Independently managed an unprecedented surge of 125,000 customers during premiere of the highest-grossing Marvel film

Retail Sales Assistant

Barnardo's Charity Store | Aug 2016 - Aug 2019

- Managed inventory and handled transactions at the till, ensuring accurate record-keeping and efficient stockroom organization
- Organized impactful promotional events, driving a 15% increase in community donations to benefit vulnerable children
- Campaigned at fundraising events, raising an impressive £6,500 in three months to support vulnerable children in the UK
- Inspired customer support and increased charity store donations by 12.5% through targeted community outreach

Education & Training

2019 - 2023

University of Warwick

Master of Science in Biochemistry,

2017 - 2019

Dartford Grammar School

IB Diploma,

2012 - 2017

Dartford Grammar School For Girls

GCSE,