

JANICE LAI

janice.lai@gmail.com | 6123 2011

PROFILE | 3+ years of retail experience in sustaining a record of outstanding retail sales, merchandising and customer service outcomes. Strong qualifications in shop operations such as budgeting, inventory control, security and other functions.

EXPERIENCE | **Retail Sales, JP Asia Limited**

Apr 2011 - Present

- Greeted and offered frontline help to walk-in customers with exceptional sales and service to cater their needs
- Executed the merchandising tactics of the shop, including stock maintenance, visual appearance, store décor and signage
- Managed the daily routine and operations, including planning the selling process, training, and sustaining high customer service standards
- Collaborated with other branches of the store to obtain information about their inventories to see if reallocation of stock was needed
- Executed shop plans such as seasonal sales or special promotions bimonthly to attract 20% more customers than during non-peak periods

ACHIEVEMENTS |

- Elected as “Top Salesperson of 2013” by managers and co-workers with the achievement of a growth in the shop’s total revenue by 40% that year
- Implemented a new sales plan to boost the monthly revenue from HK\$300K to HK\$500K since January 2012

QUALIFICATIONS | **Hong Kong Polytechnic University, 2008-2010**

Bachelor of Arts (Honours) in Business Management

Hong Kong Community College, 2006-2008

Higher Diploma in Financial and Investment Planning

LANGUAGES | Cantonese (Native), English (Proficient), Mandarin (Fluent), Spanish (Basic)

SKILLS | Microsoft Office (Word, PowerPoint, Excel & Access)

AVAILABILITY | One month’s notice