

▶CRYSTAL CHUNG

crystal.chung@gmail.com

9120 2011

PROFILE

Customer-focused, pleasant professional assisting in shop operations with 2+ years of experience. Highly skilful in selling, stocking and ordering merchandising in retail sales. Courteous and detail-minded towards customers and work partners.

EXPERIENCE

Shop Assistant, JL Full house Limited

Jun 2012 - Present

- ▶ Handled daily cash/credit card transactions of 150+ customers, plus the follow-up packaging of their purchases in a professional manner
- ▶ Enhanced customer shopping experience by ensuring a high level of visual merchandising and cleanliness in line with the company's guidelines
- ▶ Maximised company branding and sales opportunities by offering excellent, memorable pre-sales and after-sales customer service
- ▶ Liaised with 10+ external vendors and internal departments to maintain up-to-date, accurate inventory control and replenishment

Shop Assistant, Jewellery Co. Limited

Jun 2011 - Jun 2012

- ▶ Greeted and offered frontline help to 150+ walk-in customers daily with solid product knowledge of jewellery and professional sales and customer service
- ▶ Assisted in managing routine store administration duties including cashiering, product display, inventory control, personnel and housekeeping
- ▶ Maintained good rapport and enduring relationships with 100+ customers to generate repeat business and maximise sales opportunities

EDUCATION

Hong Kong Community College, 2009-2011

Higher Diploma in Service Management

LANGUAGES

Cantonese (Native) English (Fluent) Mandarin (Fluent) French (Basic)