

▶ AMOS TSE

amos.tse@gmail.com

6123 2024

SUMMARY

2+ years of retail experience in sustaining a record of outstanding retail sales. Proven ability in leveraging business opportunities with initiatives in expanding customer base. Efficient, accurate and professional in responding to customer expectations when processing payments, with excellent conversational skills.

EXPERIENCE

Sales Assistant, JY Concepts Limited

Jun 2012 - Present

- ▶ Assisted in managing routine store administration duties including cashiering, product display, inventory control, personnel and housekeeping
- ▶ Maintained good rapport and enduring relationships with 50+ customers to generate repeat business and maximise sales opportunities
- ▶ Greeted and offered frontline help to walk-in customers with solid product knowledge and memorable sales and customer service
- ▶ Managed the distribution of vouchers, gift cards or membership cards to relevant customers according to their accumulation of gift points
- ▶ Coordinated with other staff from 5 regional branches for the exchange of information on stock numbers of particular products

ACHIEVEMENTS

- ▶ Increased sales revenue by 10% in 2013 by promoting various customer loyalty programs such as reward points system and membership cards
- ▶ Executed shop plans such as seasonal sales or special promotions bimonthly to attract 20% more customers than during non-peak periods

EDUCATION

HKU SPACE Community College, 2010-2012

Associate of Arts in Languages and humanities - English Studies

LANGUAGES

Cantonese (Native) English (Proficient) Mandarin (Proficient) Spanish (Basic)

AVAILABILITY

One month's notice