

SANSHIAN LORENZO WILLIAMSON

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PROFILE

A dynamic, resourceful, hard-working and highly motivated individual with the ability to communicate concisely at all levels. Ambitious and enthusiastic with prior experience of maintaining existing client relationships and also generating new ones. First class problem solving skills and proactive in maximising effective use of IT.

KEY ACHIEVEMENTS

Consistently achieved team results and recognition for my influence of them.

Personally achieved team top quartile individual sales report results nationwide.

Personally achieved sales figures of approximately £700,000 in my first year working at Apple.

Voted employee of the quarter nationwide while working at UGG Australia.

KEY SKILLS & COMPETENCY

Strong technical, analytical and problem solving skills

Excellent people skills, great at building rapport

Experienced in daily time planning

Target driven, ability to track and monitor results and adopt if necessary.

CAREER HISTORY

Apple Retail

08/2012 – 01/2014

Specialist

A leader in sales, product knowledge, solutions, and highly influential in how I engage with customers.

Some of my main duties are;

Routinely running shop floor with leadership responsibilities.

Delivering extremely high standards of customer service aligned with NPS results.

Coaching team members to achieve success within customer satisfaction and sales.

Facilitating training sessions on topics aligned with customer and colleague feedback.

Mentoring staff on metric results and feedback to archive higher standards in store.

Developmental coaching for individuals towards promotion.

Dealing with customer complaints and escalations around product knowledge.

Designing and executing the customer journey and staff zoning for key product launches.

Maintaining standards and results with a global team through conference calls.

UGG Australia

2011 – 04/2012

Administrative Assistant

While working in the retail stores at UGG Australia, I was given the opportunity to work at the head office carrying out administrative duties. Working as apart of a team and supporting the office manager, responsible for the day-to-day tasks and administrative duties including covering the reception area.

Some of my duties included;

- Meeting and greeting clients and visitors to the office.

- Typing documents and distributing memos.
- Supervising the work of office juniors and assigning work for them. Handling incoming/ outgoing calls, corresponding and filing.
- Faxing, printing, photocopying and scanning.
- Organising business travel, itineraries, and accommodation for managers. Monitoring inventory, office stock and ordering supplies as necessary. Updating & maintaining the holiday, absence and training records of staffs. Responsible for purchase orders.

UGG Australia

2010 - 04/2011

Customer Service

Working in a retail environment providing exceptional customer service and demonstrating product knowledge to maximise sales.

Some of my main duty involved:

Preparing daily workloads for staff & coordinating the daily allocation of work.

Handling new client enquiries and acting as the face of the business.

Dealing with and resolving problems and issues, which arise.

Working with the sales and marketing team to drive sales forward.

Monitoring & reporting on standards & performance targets.

Arranging & chairing weekly team meetings, focusing on targets & achievements.

Ensuring all administrative and IT records are entered and updated correctly.

Providing prompt and accurate information on individual performance.

Motivating the team to achieve high standards and KPI targets

ACADEMIC ACHIEVEMENT

Kingston University

2009 - 2012

BA Hons SW Degree In Business

2:2

Richmond College

2008 - 2009

Access To Business

70 Credits

Enfield College

2005 - 2008

A-Level Business

B

A-Level Law

B

PERSONAL PROFILE

Interests include taking part in team sports such as football and badminton

Novice photography, keen interest in IT and keeping up to date with new software and hardware.

I'm also an avid music listener of many different genres

REFERENCE

Available upon request