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| **Jack**  **McLaughlin**  Retail Sales Associate  PERSONAL STATEMENT  Enthusiastic and driven retail-industry professional with 6+ years of experience providing unsurpassed customer service and regularly exceeding sales goals. Skilled communicator and problem solver with a proven ability to interact with a diverse range of clientele, demonstrating patience and professionalism to resolve high-stress situations. | |
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| |  | | --- | | WORK EXPERIENCE | |  | | **Customer Service Manager**  NEXT, Kilmarnock  June 2021–Present   * Direct a cross-functional team of 15+ customer service associates and representatives, helping them set and achieve both personal and team sales goals * Ensure positive shopping experience for all clients, increasing customer satisfaction rate by 47% since my June 2021 start date * Collaborate with the supervisor to train 7 new associates on how to handle escalated problems, reducing customer escalation rate by 17% * Introduced incentive programmes and effective customer service strategies | |  | | **Customer Service Associate**  NEXT, Kilmarnock  June 2019–January 2021   * Played a key role as part of an 11-member team in maintaining an organized, clean, and customer friendly store * Met and exceeded all assigned sales goals, increasing sales growth by 7.4% * Achieved Customer Service Associate of the Year Award 3 years in a row * Consistently exceeded personal and store KPIs by 15% | |  | |  | |  | |  | | **Customer Service Representative**  HOUSE OF FRASER, Glasgow  October 2016–June 2019   * Attended and responded to 74+ customer calls daily regarding product usage, billing issues and company information * Responded to product/service queries in a courteous manner, enhancing new customer NPS scores by 12% * Maintained 99% positive customer feedback rate * Entered customer orders into Salesforce for products or services * Processed refunds and made billing adjustments with 100% accuracy over 2+ years | |  | | **Customer Service Intern**  HOUSE OF FRASER, Glasgow  October 2015–June 2016   * Attended and responded to 74+ customer calls daily regarding product usage, billing issues and company information * Responded to product/service queries in a courteous manner, enhancing new customer NPS scores by 12% * Maintained 99% positive customer feedback rate * Entered customer orders into Salesforce for products or services | |  | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | | CONTACT | | | | |  | | | | |  | **T** | 07123 456 789 | | |  | |  | | **E** | | jack.mclaughlin@gmail.com | |  | |  | | **A** | | 47 Queensferry Road, Kilmarnock, KA2 5PK | |  | |  | | **L** | | linkedin.com/in/jmclaughlin | |  | | | | |  | | | | | SKILLS | | | | |  | | | | | * Highly organised and effective communicator with all levels of management, peers, and diverse cultural audiences * Technically proficient in using Point of Sale software (TokenWorks, Magnetic Card Reader, and Plexis POS * Bilingual, fluent in English and French * Solid expertise in upselling, conflict resolution, and client relationship building * Excellent interpersonal, communication, analytical, and organisational skills | | | | |  | | | | |  | | | | | HOBBIES & INTERESTS | | | | |  | | | | | * Ukulele playing * Pub quizzes * Attending science-fiction conventions | | | | |  | | | | |  | | | | | EDUCATION | | | | |  | | | | | **Northumbria University, Newcastle-upon-Tyne**  BA (Hons) Business Management  / upper second–class honours (ll.i)  September 2013–October 2016  Dissertation Topic: Implementation of Effective Sales Strategies | | | | |  | | | | | **Gosforth High School, Newcastle-upon-Tyne**  A-Levels: Business Studies (B), History (C), Maths (B)  September 2010–October 2012  GSCEs: 10 A\*-C, including English, Maths, and ICT | | | | |  | | | | |

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