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| **Jack** **McLaughlin**Retail Sales AssociatePERSONAL STATEMENTEnthusiastic 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 |
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| **Customer Service Manager**NEXT, KilmarnockJune 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
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| **Customer Service Associate**NEXT, KilmarnockJune 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%
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| **Customer Service Representative**HOUSE OF FRASER, GlasgowOctober 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
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| **Customer Service Intern**HOUSE OF FRASER, GlasgowOctober 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
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| CONTACT |
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| **E** | jack.mclaughlin@gmail.com |
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| **A** | 47 Queensferry Road, Kilmarnock, KA2 5PK |
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| **L** | linkedin.com/in/jmclaughlin |
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| SKILLS |
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| * 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
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| HOBBIES & INTERESTS |
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| * Ukulele playing
* Pub quizzes
* Attending science-fiction conventions
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| EDUCATION |
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| **Northumbria University, Newcastle-upon-Tyne**BA (Hons) Business Management / upper second–class honours (ll.i)September 2013–October 2016Dissertation Topic: Implementation of Effective Sales Strategies |
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| **Gosforth High School, Newcastle-upon-Tyne** A-Levels: Business Studies (B), History (C), Maths (B)September 2010–October 2012GSCEs: 10 A\*-C, including English, Maths, and ICT |
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