# Keira Mendoza

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# Profile

* I am an enthusiastic, conscientious and hardworking retail assistant with more than 3 years’ experience.
* I am confident welcoming customers, leading conversations to understand what they need, guiding them to the right products and ensuring they have a great experience.
* I understand warehouse standards and have experience assisting with deliveries, replenishing and maintaining product stock, and keeping standards high.
* I have experience working effectively both as part of the team and independently.

# Work history

### April 2021 – date

## Retail Assistant

#### Tapi Carpets, Perth

In this busy role my duties included:

* Helping customers with queries pre-sale and order completions.
* Handling post-sales questions including occasionally complaints.
* Working together with the rest of the store team to provide exceptional customer service.
* Changing promotions and store housekeeping.
* Answering email enquiries and adding new offers to the website.
* Admin, filing and some basic bookkeeping.

### January 2019 – March 2021

## In-Store Customer Assistant

#### Adecco, Perth

In this varied role, my responsibilities included:

* Recruiting shoppers from within stores and inviting them to take part in tastings.
* Preparing food for tasting, ensuring safety and legal protocols are adhered to.
* Working in a team of people in store or in remote locations, running untrained customer panels on various products.
* Using questionnaires, asking product questions face-to-face, recording responses.
* Working to meet and exceed team targets, supporting colleagues.
* Induction and training of new starters.

### April 2018 – December 2018

## Store Assistant

#### Aldi, Perth

Working at Aldi, my duties included:

* Working on the tills.
* Restocking the shelves and ensuring they are neat and tidy.
* Checking off deliveries.
* Dealing with enquiries.
* Supporting my colleagues.
* Delivering a great customer experience.

# Education

### June 2017

## 9 GCSEs including Maths (C) and English (C)

#### Bertha Park High School, Perth

# Interests

I spend my free time walking, hiking and cycling. My favourite spots are the woods of Moncrieffe Hill, the foothills of the Ochils and Loch Leven.

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