

ANGELINA AKUKWE

PERSONAL PROFILE

Enthusiastic and confident sales associate with experience of surpassing customer expectations and sales goals. Ambitious and outgoing team-player with excellent communication skills in English as well as Swedish. Customer-service driven, trained in sales techniques including upselling and cross-selling and fully able to deal with customers in any fast-paced retail environment.

WORK EXPERIENCE

River Island, Mall of Scandinavia — *Sales Advisor*

MARCH 2016 - JANUARY 2018

- Provided professional, friendly and engaging customer service during fast-paced operations.
- Upsold fashion items to increase company profits and maximize customer satisfaction.
- Assisted management with stock ordering and inventory control.
- Promptly and sympathetically handled guest complaints and concerns.

Dlish, Stockholm — *Waitress*

FEBRUARY 2017 - AUGUST 2017

- Provided excellent wait service to ensure customer satisfaction.
- Took customer orders and served food and alcoholic beverages.
- Effectively communicated all orders with kitchen staff to ensure minimum waiting time.
- Provided impeccable customer service at all times.

Wayne's Coffee, Stockholm — *Barista*

OCTOBER 2015 - MARCH 2016

- Prepared and served hot and cold beverages, sandwiches and salads.
- Suggested products to customers and provided them with product details.
- Managed the retail POS accurately and effectively.
- Followed all health and safety regulations at all times.

EDUCATION

Södra Latin Gymnasium — *Social Science Programme*

Tunaskolan — GCSE's: 5 A*'s, 5 A's, 3 B's