

## Personal Profile

Motivated and confident individual seeking a junior estate agent position in a fast-paced, client-focused agency. Equipped with strong communication skills, a professional demeanour, and a keen interest in the UK property market. Eager to learn and grow within a forward-thinking estate agency and contribute to team success through enthusiasm, integrity, and reliability.

## Skills

- Excellent verbal and written communication
- Customer relationship management
- Time management and multi-tasking
- Attention to detail and organisation
- Confident telephone manner
- Familiarity with CRM systems (basic training)
- Problem-solving and conflict resolution
- Fast learner with strong initiative
- Familiar with Rightmove, Zoopla, and basic listing procedures

## Hobbies & Interests

Architecture  
Interior design  
Photography  
Event planning

## Education

**BA (Hons) Business and Marketing**  
*University of Westminster, London, 2020 - 2023*

- Modules included: Consumer Behaviour, Property and Land Law (elective), Digital Marketing, and Sales Techniques.
- Final project explored digital branding strategies in the property sector.

## Courses & Certifications

**Introduction to Property Sales**  
Online course completed via OpenLearn, 2025

## Experience

**Sales Assistant, John Lewis & Partners, London, 2022 - 2025**

Provided attentive and professional customer service in a high-pressure retail environment. Built rapport with a wide range of clients and delivered tailored product recommendations. Maintained high visual standards and collaborated with team members to achieve store KPIs.

- Regularly exceeded weekly personal sales targets by up to 15%
- Received 'Customer Star' recognition three times for exceptional service.

**Student Brand Ambassador. University of Westminster, 2022 - 2023**

Represented the university at open days, careers events, and outreach programmes. Spoke to prospective students and parents, offering tailored advice and insights.

- Developed strong public speaking and persuasion skills.
- Contributed to a 12% increase in event engagement compared to previous year.