

## Personal details

example@cvmaker.uk  
+4407963 481 523  
Bristol, United Kingdom

## SKILLS

Data analysis  
Sales and upselling techniques  
Performance and KPI reporting  
Training and mentoring  
Quality assurance  
Compliance awareness  
IT troubleshooting  
Multichannel communication  
Microsoft Office Suite  
CRM software

## LANGUAGES

English, Native  
French, Fluent

## Additional information

Flexible with shift patterns, including evenings and weekends

# Simon Harper

Enthusiastic and customer-focused professional seeking to transition into a Call Centre Operator role. Skilled in handling high volumes of customer interactions, resolving issues efficiently, and maintaining a positive and professional approach. Brings proven achievements in sales, customer service, and problem-solving from a fast-paced retail environment. Quick to learn new systems and committed to delivering exceptional customer experiences.

## WORK EXPERIENCE

### Sales Associate | Retail Store, Bristol, UK | 2024 - 2025

Assisted customers in selecting and purchasing products, demonstrating excellent communication and interpersonal skills. Resolved customer inquiries and issues promptly and effectively, ensuring customer satisfaction and a positive shopping experience. Operated the cash register and handled cash and credit transactions accurately. Collaborated with team members to maintain store cleanliness, restock merchandise, and create attractive product displays.

- Completed a company-sponsored Customer Service certificate program with a pass rate of 95%.
- Received Employee of the Month recognition for consistent excellence in customer service and sales.

## EDUCATION & PROFESSIONAL TRAINING

**Customer Service Certificate**, Company-Sponsored Programme, 2024  
Pass rate: 95%

**A-Levels**, St. George's Sixth Form College, Bristol, 2023  
- English Language, Business Studies, ICT