

Lisa Dawson

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WORK EXPERIENCE

Sales Advisor

The Perfume Shop – Newcastle Upon Tyne – September 2016 to Present

Responsibilities:

Luxury product sales
Achieving monthly targets and KPI's
Cash handling
Stock control
Customer service and after care
Multi-skilled brand ambassador

Accomplishments:

Multi-tasking via selling face-to-face and online technology
Teamwork and carrying out team training, sharing best practice on sales and overcoming objectives
Training on soft skills and customer care within my region

Customer Representative

Nationwide Building Society - Newcastle upon Tyne – June 2016 to September 2016

Customer service on a face to face basis.
Processing transactions, booking savings and banking appointments.
Tending to all financial queries on a day to day basis.

Hair Extension Specialist/ Owner.

Fat Heads. - Newcastle upon Tyne - February 2013 to December 2015

Responsibilities:

Supply and fitting of human hair extensions and products.
Customer relations.
Marketing strategies.
Advertising campaigns.
Market and product research.

Accomplishments:

Business knowledge within the day to day running of my own venture. marketing and advertising skills.
Research skills.
Problem solving and customer care skills.

Skills Used:

Fitting high end hair extensions on a day to day basis, being self-employed in this very competitive industry has provided me with excellent consulting and advising techniques, brilliant customer service and complaint handling skills and excellent research and marketing tools.

Customer service officer.

H.M.R.C - Newcastle upon Tyne - May 2015 to September 2015

Responsibilities:

All aspects of customer service via telephone and post.

Accomplishments:

Adapting my skills to flex between telephony and administration rolls at any given time to adjust to business needs.

Skills Used:

At this roll I am multi-talented, being trained in all aspects of the business from speaking to customers to administer tasks and producing documents via post, thus making it simple to flex onto tasks where the business needs are greatest.

Customer Advisor

Leeds Building Society - North Shields - February 2012 to August 2012

Tyne and Wear

Office based customer advisor advising on a range of mortgage and investment products.

Credit data management.

Cross selling of insurance products.

Mortgage product sales.

Investment product sales.

Customer service and call handling skills.

Complaint handling.

Front Line Associate

Santander - Newcastle upon Tyne - June 2007 to September 2010

Newcastle upon Tyne

All aspects of customer service, credit data management, account management within the card and retail sector of the company.

Obtaining excellent communication techniques and use of well advanced customer care skills.

Working well as a team and liaising with other departments to solve difficult problems as to obtain and retain accounts.

Working on my own initiative to ensure the smooth running of the business Knowing when and how to diffuse a situation before it becomes a problem.

Prioritising to accompany the needs of the business.

Sales Negotiator

Bowes Mitchell - Mitchell - August 2005 to October 2006

Newcastle upon Tyne

Liaising with clients to ensure the smooth running of the property purchase and rental. Booking viewings, arranging valuations and all aspects of day to day running of an estate agency.

Keeping clients well informed of every step in the purchase

Arranging financial assistance if and when needed

Use of brilliant customer service skills to make sure clients have a stress-free sale or purchase Making my own decisions if and when necessary to keep the smooth running of the business.

Great use of I.T. skills that are required to carry out tasks that are necessary within the property market

Excellent knowledge and research skills to ensure I held all the current information I would need to sell the property in question and constantly updating myself within the current climate of the business Outstanding negotiating skills

Sales Negotiator

Barrett Homes - Newcastle upon Tyne - February 2003 to September 2005

Newcastle upon Tyne

Negotiating sales on new residential development. Keeping clients informed on all aspects of purchase from reservation to completion. Accompanying clients to available plots and viewings of show homes.

Excellent communication and customer care skills

Determination to be able to reach sales targets

Good product knowledge and familiarity with the build

Financial advisory skills to make clients aware of what they could realistically achieve

Hotel Receptionist

Esplanade Hotel. - Whitley Bay - September 2001 to February 2003

Tyne and Wear

Guest check in / out and assisting with the day to day running of a busy Hotel.

Customer relations.

Complaints handling.

Excellent customer communication in depth knowledge off city.

Multi-tasking skills.

Customer confidentiality skills.

In-house system operations.

Cash handling.

Dental Nurse

Wrenn dental practice - Newcastle upon Tyne - August 1997 to July 2001

Newcastle upon Tyne

All aspects of dental nursing, setting up surgeries, sterilising equipment, taking and developing X -rays, booking appointments, assisting dental surgeon chair side.

Excellent patient care skills, for the majority of people a trip to the dentist is a very daunting experience and therefore the patient should be made to feel as comfortable and as at ease as physically possible. The nurse should have the ability to relate to the patient on a personal level to ensure they are in the company of a person they know and trust.

I am very much a firm believer that you don't learn nursing, it is something that we have within us and is primarily about care.

Nursing has given me excellent people skills, giving me a great love of working in a front facing situation with the general public.

Dental Nurse

Mr. D. Richardson - North Shields - September 1992 to July 1997

North Shields

As previous job.

Software and system skills

Excellent use and understanding of all Microsoft Office programs and use of most in-house systems. I.T. has always been a part of my previous roles.

Good trouble shooting skills

Quick data input