**DAVID GREAVES**

I am a self-motivated and organised professional with a blend of over 25 years experience in customer facing roles upto a management level, both in employed and self employed environments within retail sales and hospitality. I have excellent oral and written communication skills as well as a proven ability to communicate effectively with all levels of staff, clients and the general public. I can work equally well under my own initiative as well as within a team adhering to the strictest of deadlines and always have a ‘can do attitude’. I am a quick learner and continue to strive for personal and professional excellence in any new work role. Proficient in the use of computer software including Microsoft Office, EPOS, Sage, CRM and Apex.

**EMPLOYMENT HISTORY**

**August 2023 – to present** JD Macadam (Rescue) Ltd, Carlisle, *Depot Administrator/Retail Support*

Customer service for workshop jobs and retail sales

Gather and input information onto Apex system

Preparation of Invoices

Purchase and supply of vehicle and caravan parts

Stock and retail management

Reporting of KPI’s

**December 2022 - May 2023** Gleeson Homes, Penrith, *Sales Executive*

Achieve target sales

Price negotiation

Market research and competitor analysis

Meet with clients, assess their needs and qualify

Liaise with all interested parties

Complete and distribute all documentation as required

**March 2022 – November 2022** KIndred Spirits, Keswick, *Senior Sales Assistant*

Handling of retail sales maintaining great customer service

Customer Product presentations

Merchandising

EPOS Stock Management

Website Order Processing

Duty management

**June 2018 – November 2021 I**sle of Skye Brewery, Uig, *Retail Assistant*

Handling of retail sales

Assisting customers

Stock replenishment

**June 2016 – June 2018** Rankins, PO Buildings, *Retail Assistant & Company Van Driver*

Handling of retail sales

Assisting customers

Purchasing and stock control

Local collections and deliveries

**August 2015 – June 2016** Millets Ltd, Keswick, Cumbria, *Supervisor*

Handling of retail sales

Merchandising

Stock replenishment

Recording and monitoring of KPI’s

Training and development of staff

Duty management

**November 2014 – August 20** Tesco Ltd, Skipton, North Yorks, *Customer Delivery Assistant*

Delivering groceries to customers

Handling of customer queries

Maintenance checks of vehicles in accordance with H&S guidelines

**June 2009 – October 2014** Cave & Crag Ltd, Settle, North Yorks, *Senior Retail & Internet Sales Adviser*

Handling of retail sales

Merchandising

Training of staff

Start and end of day management

Processing internet orders

Goods Inwards

**EDUCATION**

Rossett High School, Harrogate. North Yorks

**Qualifications:** 4 O Levels – Grade C (includes Mathematics and English)

**FURTHER EDUCATION**

Bradford College, Bradford, West Yorks

**Qualifications:** BTEC National Certificate - Business & Finance

BTEC Higher National Certificate – Business & Finance