**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