

# Sales Specialist

## Sales Management and Customer Service Specialist

### PROFILE

As a person with the experience of running my own sales business, I believe that building relations is key to success. Values, which are important to me in the workplace are honesty, conscientiousness and a passion for achieving goals together. I am now looking for a chance to develop my skills in a new environment.

### EXPERIENCE

#### **08.2015 – Current; Business owner - 2 The Best** franchise grocery shops

- Assurance of continuous functioning of 2 FMCG convenience stores
- Assurance of full legal compliance of the business
- Keeping the highest quality standards of a nationwide brand
- Hiring and keeping employees in accordance with the Labour Code
- Contract management with local suppliers
- Training employees in all aspects of shop operation

#### **04.2013 – 08.2015; Grocery store cashier – The Best** store

- Daily Customer service and relationship management
- Kept proper product display and tidiness in the shop
- Took in deliveries according to documentation
- Opened and closed the shop; handled cash at the till

#### **06.2011 – 02.2012; Customer service employee – X Foods sp. z o.o.**

- Customer service according to the X brand standards
- Preparation of orders in line with the recipes
- Tidiness upkeep and health and safety code compliance

### EDUCATION

**01.2019 – current** Imaginary Language School, Gdańsk, PL  
Swedish language course

**2009 – 2012** Magical University, Gdańsk, PL  
Fascinating studies – discontinued

**2009 – ?** Liceum Ogólnokształcące, Gdańsk, PL  
Secondary Education - graduated, final exams (*Matura*) passed

### CONTACT INFORMATION

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### LANGUAGES

Polish – native

English – B2

Swedish – A2 (continuing)

### SKILLS AND QUALIFICATIONS

Personnel management (staff of 10)

Sales employees recruitment

Customer relations

Expectations management

Visual merchandising

Ability to work unsupervised

Computer and till operation

B category driving license

### INTERESTS

Biology

Literature

Cycling

*I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment under the General Data Protection Regulation, Regulation (EU) 2016/679 point 6(1)*