



# van Kiet Lam

Sales Assistant

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## Links

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## Languages

English (Native)

Vietnamese (Work Proficiency)

## About

Experienced retail professional with a background as a Sales Associate at the NBA store in London. Skilled in customer service, stock management, and product personalisation in fast-paced environments. Proven ability to remain calm under pressure and ensure excellent product presentation.

### BRANDS WORKED WITH

5 Hertford St. Club

NBA store

Soya Sushi

## Experience

### ● Beverage Assistant

5 Hertford St. Club | Aug 2023 - Sep 2023

- Responsibilities included: sustaining and transferring inventory between establishments; ensuring the maintenance of wines/wine cellars (e.g. protecting labels and bottles); ensuring sanitation across wine cellars, champagne rooms, etc.

### ● SALES ASSOCIATE

NBA store | Jun 2021 - Oct 2022

- Part of the team to open the first NBA store in London.
- Daily roles included: ensuring customer satisfaction; handling transactions; helping customers find their desired product; making sure products were neatly displayed and standards were up to point; replenishing, controlling and organising stock etc.
- Experienced in handling machinery: personalising customjerseys and personalised hats.
- A fast-paced environment which developed my ability to keep calm under tension.

### ● TEAM MEMBER

Soya Sushi | Jun 2019 - Sep 2019

- Responsibilities included: food preparation; cashiering, serving customers; making sushi and hospitality; ensuring food hygiene and cleanliness of the establishment. etc.

## Education & Training

2023 - 2024

### ● The University of Edinburgh

Bachelor of Science,