



# Lola Mollett

Customer Service Assistant

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## Languages

English

## About

Driven by my passion for fashion retail, I've honed skills in customer engagement, visual merchandising, and inventory management at All Dolled Up Boutique. Excelling in fast-paced environments, my adaptability was further showcased at Decadence Hair and Makeup Academy, always prioritising exceptional service.

### BRANDS WORKED WITH

All dolled up boutique

Decadance hair and makeup academyMay

## Experience

### ● Retail Assistant

All dolled up boutique | May 2023 - Sep 2023

- As an Assistant at All dolled up boutique, I played a pivotal role in supporting the overall success of this independent boutique and enhancing the customer experience. Key responsibilities and achievements encompassed:
- Customer Engagement: Provided personalized assistance, product knowledge, and styling advice to ensure a positive shopping experience for customers.
- Visual Merchandising: Contributed to the boutique's aesthetic appeal by assisting in visual merchandising and maintaining an organized and inviting store layout.
- Inventory Management: Successfully managed inventory control, including restocking shelves, monitoring stock level.
- Sales Support: Processed transactions, facilitated sales, and actively contributed to meeting and exceeding sales targets.
- Customer Relations: Established and maintained positive relationships with customers, contributing to a loyal client base and fostering a welcoming atmosphere.
- Team Collaboration: Worked seamlessly with boutique staff to ensure smooth operations, from opening and closing procedures to effective teamwork during peak business hours.
- Social Media Advertising: Actively participated in advertising efforts on social media platforms, contributing to increased brand visibility and customer engagement.
- Adaptability: Demonstrated flexibility by assuming additional responsibilities during peak times and providing support in various aspects of boutique operations
- My experience at All dolled up boutique not only enriched my interpersonal and organizational skills but also allowed me to actively contribute to the boutique's online presence through social media advertising initiatives.

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### ● Customer service assistant

Decadance hair and makeup academyMay | Jan 2022 - Jul 2022

Hair and beauty training academy

- As a dedicated Customer Service Assistant at Decadance hair and makeup academy, I played a pivotal role in ensuring a positive experience for clients and students. My responsibilities included:
- Client Interaction: Engaged with clients, providing assistance and information about academy services, courses, and scheduling.
- Administrative Support: Managed front desk operations, including answering phones, responding to inquiries, and handling appointment bookings.
- Student Assistance: Assisted students with inquiries, enrollment procedures, and provided support during practical sessions.
- Customer Issue Resolution: Addressed and resolved customer concerns promptly and effectively, contributing to high levels of satisfaction.
- Collaboration: Worked closely with academy staff to coordinate schedules, handle walk-ins, and maintain a welcoming and organized reception area.
- Promotion and Sales: Actively promoted academy services and courses, contributing to increased enrollment and revenue.

• My experience at Decadence hair and makeup academy allowed me to enhance my communication and problem-solving skills in a fast-paced and dynamic environment. I am proud to have been part of a team dedicated to delivering exceptional customer service in the beauty education sector. I have also worked alongside bershka (inditex) on a live project which we had to design our own ideas for spring/summer 2024

## Education & Training

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2024

● **Fashion Retail Academy**

Level 2 Diploma GCSE equivalent,

2023

● **City of London Academy (Southwark)**

GCSE Maths-3,