



Oznur Karakus

Sales advisor

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Languages

English

Turkish

About

With over three years of retail experience, I've progressed from Sales Assistant to Management Supervisor, specializing in enhancing customer experiences and driving sales. Fluent in English and Turkish, my adaptability shines in diverse retail settings, ensuring efficient operations and outstanding customer service across various high street brands.

BRANDS WORKED WITH

BERSHKA

JD Sports (Brent cross)

Russel & Bromley

Superdrug – North Finchley

Experience

● Supervisor

JD Sports (Brent cross) | Jan 2023 - Aug 2023

- Demonstrated ability to assess risk and respond to issues appropriately, eliminating workplace accidents and incidents.
- Offered instruction, coaching and motivation for enhanced team morale.
- Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery.
- Dealt with customer complaints and rectified product and service issues.
- Increased team productivity through effective staff planning, coordination and task delegation.
- Priced and displayed items clearly and correctly, enabling ease of retrieval for customers.
- Managed store opening and closing, taking key holder responsibilities seriously to uphold robust security.
- Managed staff rotas, planning workloads effectively and strategically.
- Performed thorough quality and safety checks, ensuring all specifications were strictly adhered to.

● Sales Advisor

Russel & Bromley | Sep 2022 - Dec 2022

- Provide customer service through cash handling, answering and transferring calls upon customer inquiry and inventory maintenance
- Assisted customers in finding shoes and accessories for their specific needs.
- Presented newest footwear and apparel to customers
- Created a world-class customer experience by providing passionate customer service and selling through customer engagement.
- Maintained a clean and neat presentation that upholds merchandise presentation standards.
- Assisted customers with sizing, fitting, and locating items on sales floor, in addition to ordering stock
- Followed management direction in completing special assignments in relation to customer service and product placement.
- Greeted customers, helped find product, stock merchandise on the sales floor, and ring up customer purchases

● Sales Assistant

BERSHKA | Apr 2022 - Aug 2022

- Worked to ensure a neat and attractive sales environment and assisted in the setup of visual displays.
- Identified and maximized sales opportunities and increased customer retention rates.
- Maintained up-to-date knowledge of retail promotions.
- Settled any customer disputes in a professional and pleasant manner.
- Worked to ensure a positive and hassle-free customer experience.
- Adhered to all safety rules and guidelines.
- Assisted in customer correspondence, both online and through phone.
- Located items efficiently for shop floor staff, reducing time away from

serving customers.

- Closely monitored stockroom operations, ensuring procedures stayed efficient, smooth and effective, suggesting improvements to managers when necessary.
- Organized stocks and arranged product placement, while ensuring accurate labelling, logical placement and neat arrangement.

● Sales Advisor

Superdrug – North Finchley | Oct 2021 - Apr 2022

- Provided adequate advice on the products that were being sold in my section
- Promoted our special buys and engaged with customers most of the time.
- Worked at the till when under pressure.
- Faced up every aisle before closing to make sure the store was clean and sharp for the following day.
- Improved my customer skills a lot while working here due to getting a lot of questions about makeup.
- Filled out databases and stock recounting where it was needed.
- Cleaned stands often so the aisle always looked presentable.
- Stayed extra hours doing promotions, facing up and many more.
- Made sure that the advice I was giving to the customers were accurate.
- Stocked shelves every week especially on delivery days, e.g., bringing out towers to ensure every shelf was up to date and every stock was on shop floor

Education & Training

● University of Westminster

BA (hons) Software Engineering,