

Leilani Camara

Kettering NN15

camaraleilani246@gmail.com

+447539467415

I am a very reliable person. I have a friendly personality and a positive attitude when it comes to learning new skills. I am willing to undertake any training to develop for a role, work as a team and perform well under pressure.

Highest Level of Education: Bachelor's in Marketing

Work Experience

Customer Service Assistant - BP

October 2023 to Present

I am currently employing with a petrol station company, where my responsibilities include supporting Wild Bean Café, cleaning the store, managing product and inventory control, pricing items, and working behind the counter. I interacted with customers by giving them a warm smile and asking questions about what they needed.

Display Representative – Expd8

October 2023 – January 2024

I worked as a member of a field-based retail merchandising team where I handled a range of responsibilities. These included placing orders and implemented point of sale (POS) systems, erected and maintained promotional displays, monitored stock levels and replaced fixtures, modified store range plans, and informed the team that everything was in order. I have visited establishments such as Superdrug, Tesco, Sainsbury's, Asda, Boots, PC World, and among others. Also accepted point of sale or inventory deliveries to my home for visits. Good time management involved getting to work on time and always attending team meetings.

Appointment Setter - Agencyfic

May 2023 – August 2023

The task I set up was to go through the businesses on the social platform, as well as joining groups that were looking to get their web development, copywriting, and ads done. I also asked a client on how much the budget to spend.

Mystery Shopper – ESA Retail & Shepper

June 2022 – June 2023

In my spare time, I have been given the task of attending different retailers by filling out reports. Made sure retailers meet their standards which was based on their product, promotional, compliance checks, stock merchandising, customer experience measurement service, and the quality of their shop floor.

Network Marketer – Valentus and TS Life

January 2021 – March 2021

I joined with the nutrition multi-level marketing companies. Responsibility was I copied and pasted the script with before and after photos of the client's weight loss, motivation quotes, and skincare products on Facebook and Instagram. The other method was to reach out to family and friends, for which I had to create a poll on Instagram Story.

Sales Consultant - Whistles

August 2019 to September 2023

My duty was to ensure that our clients are satisfied with their experience, by going through with key performance indicators, worked in teams such as understanding brand influences, and checked that the retail standards were correct. I had three years' experience in customer service, which I sometime do work from home. I was responsible for addressing problems with customer service and gave them appropriate answers to their queries.

Processed deliveries to the stockroom using MERRET and had discussions with the area manager about ways to improve the store. The following competency skills have aided me in customer focus, business or brand support, personal effectiveness, and impact.

I reported any account adjustments or new customer acquisitions to the store manager as well. I often contacted customers by phone or email to set up appointments for personal shopping. Used the excel database as a contact list for Microsoft Word's mail merge function, so that I can send emails to the clients. Before they were finalised, I made sure that all grammatical and research problems were fixed. I provided customer service to clients, regardless of whether they had questions about purchasing and service. In the office, my responsibilities included doing retail communication checklists and rotas.

Education

Bachelors in Marketing (4-year programme)

University of Northampton

September 2018 to October 2022

BTEC Extended Diploma in Art and Design

Tresham College - Kettering

September 2016 to May 2018

UAL Level 2 Extended Certificate in Performing Arts

Tresham College – Kettering

November 2015 to May 2016

Certificate of Higher Education in AQA English Language (C) Edexcel in Art (C)
BTEC in Applied Science (Merit) OCR in Maths (C) AQA in French (B)

Brooke Weston Academy - Corby

March 2011 to May 2015

Skills

Teamwork • Time Management • Flexibility • Creativity • Excellent Communication and Written • Design • Marketing • Social Networking • Marketing Metrics • Customer Service • Market Research • Problem Solver • Accuracy • Microsoft Office • Detail Orientated • Scheduling • Editing