**HANNAH HOANG**

3840 Oxford Street, 604-500-5895

Burnaby, BC V5CM 1C3 hannahhoang2710@gmail.com

**RELEVANT QUALIFICATIONS**

* Previous experience working in luxury retail and customer service environment
* Understands the importance of creating and maintaining customer loyalty
* Knowledgeable in upselling, cross selling techniques
* Passionate for the fashion industry
* Excellent communication skills, fluent in English, Vietnamese and intermediate Mandarin
* Flexible, cooperative team member and works well independently
* Cheerful, energetic, friendly, outgoing and responsive personality
* Enthusiastic, conscientious and hardworking
* Excellent time management and reliable
* Able to set priorities and meet deadlines
* Visual merchandising experience

**AWARDS**

* 100% (excellent) customer service from YVR Mystery Shopper Award 2017 Quarter 1

**EDUCATION**

**LaSalle College Vancouver** 2018

***Fashion Marketing Diploma Program***

**University of Northumbria, Singapore** 2015

***Bachelor of Arts – Honours in Business with International Management***

**Curtin Singapore** 2012

***Diploma of Commerce***

**EXPERIENCE**

Tory Burch Vancouver, BC September 2017 – Present

**Sales Associate**

* Ensure that each customer receives outstanding service by providing a welcoming environment, which includes greeting and acknowledging every customer
* Maintain solid product knowledge and all other aspects of customer service
* Achieve monthly and annual sales goals through effective use of selling techniques, clienteling, and product knowledge.
* Responsible for focusing on clientele development, building relationships with customers through regular use of client book.

World Duty Free Group YVR February 2017 – September 2017

Gucci

**Sales Associate**

* Provided exceptional customer service experience by greeting, listening and assisting customers in exceeding their needs, demonstrating an excellent knowledge of the products
* Guaranteed cross and up selling for all product categories
* Provided clients with advice on trends in fashion and developments in the luxury market, showing passion for fashion and luxury products
* Built and strengthened relationships with customers; dealt with different nationalities and personalities and always put the customers at ease
* Ensured the achievement of individual and store goals, enhancing and developing the business
* Contributed to the visual display of the products in accordance with the company visual standards and ensured store functional maintenance and appropriate levels of products on the sales floor

Michael Kors Vancouver, BC November 2016 – January 2017

**Seasonal Associate**

* Ensured high levels of customer satisfaction by providing professional service
* Assessed customers needs and provide assistance and information on product features
* Welcomed customers to the store and answer their queries
* Maintained in-stock and presentable condition assigned areas
* Actively seek out customers to see if they need assistance
* Remained knowledgeable on products offered and discuss available options
* Exceeded all sales and service goals and targets

References available upon request