

VANESSA WRONSKA

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OBJECTIVE

My name is Vanessa. I am a positive and hardworking individual with a strong dedication to provide exceptional service to customers and contributing to team dynamic. With over two years of experience in retail, I have improved my customer service skills and learned to work in a fast-paced environment as well as developed a strong understanding of sales strategies.

EXPERIENCE

OXFAM CHARITY SHOP VOLUNTEER

OXFAM, EDINBURGH

- Sorted and organised donations to ensure they were ready for sale
- Assisted customers with inquiries and provided excellent customer service
- Maintained a clean and organised store environment
- Operated the cash register and handled transactions accurately

SUMMER 2021

RETAIL ASSISTANT

PRIMARK, EDINBURGH

MAY 2022-CURRENT

- Provided exceptional customer service by assisting shoppers with inquiries and product selection
- Restocked merchandise
- Handled cash and card transactions effectively and maintained accurate records at the checkout counter

EDUCATION

Firrhill High School, Edinburgh

2023

- ADVANCED HIGHER FRENCH – A
- HIGHER SPANISH – A
- HIGHER MATHS – A
- HIGHER GEOGRAPHY - A
- HIGHER ENGLISH – A
- HIGHER BIOLOGY – A

SKILLS

- Communication skills
- Teamwork skills
- Fluent in polish
- Basic Spanish

- Organisational skills
- Attention to detail
- Customer service skills