

Frankie Roffo

EXPERIENCE



SUMMARY

Ambitious with valuable customer-facing experience gained through roles at Soletrader and Nike. Frankie excels under pressure, adeptly managing multiple customer interactions to ensure outstanding service. He is able to handle various tasks, with strong organisational and teamwork skills. At Nike, he advanced to In-Store Trainer, where he became a product specialist and played a key role in staff training. His hard work and superior customer engagement consistently enhance client satisfaction. Frankie is eager to further develop his skills and start his career in business or finance, ready to make a positive impact on your team.

EDUCATION

Sep 2019 - Jul 2021

A levels – Hayes School

Media – **C**
Economics – **D**
Business – **D**

Sep 2017 to Jul 2019

GCSEs– Hayes School

9 GCSEs passed 9–5, including English and Maths

Nike In-Store Trainer Apr 2023 to Present

- **Leadership:** Became a product specialist, assisting with onboarding new staff.
- **Trusted:** Represented the store on a UK-wide scale.
- **Communication:** Trained staff on upcoming products and company values through quarterly sales presentations.
- **Organisation:** Initiated and organised the first combined Sales Kick-off for Bromley and Croydon stores, receiving positive feedback from managers.

Nike Sales Assistant Sep 2022 to Apr 2023

- **Fast learner:** Completed 3 months of intensive training at the O2 Arena store, mastering diverse operational aspects swiftly.
- **Ability to multi-task:** Managed multiple customers simultaneously, ensuring high service standards and personalized attention to each.
- **Customer Service:** Excelled in customer interactions, fostering positive relationships and achieving successful sales outcomes through attentive service.

SoleTrader Sales Assistant Aug 2021 - Aug 2022

- **Adaptable:** Quickly learned and adapted in a small team, handling fast-paced tasks effectively to meet daily demands and maintain high standards of performance and customer service.
- **Teamplayer:** Organised effectively and contributed to achieving team sales targets by supporting colleagues, sharing knowledge, and ensuring tasks were completed on time to enhance overall team success.
- **Trustworthy:** Handled diverse responsibilities with integrity, ensuring efficient store operations, maintaining confidentiality, and following procedures meticulously to build trust with customers and management alike.

SKILLS

Eager to Learn

I thrive on learning new skills and enhancing my existing ones. Transitioning from Soletrader to Nike and now to my current role as an In Store Trainer has required me to adapt swiftly. At Nike's O2 Arena store, I mastered multitasking and customer service in a fast-paced environment, setting a strong foundation for my career growth.

Planning

Working in retail has honed my organisational skills, especially when juggling multiple responsibilities like product training and onboarding new staff. My initiative in combining Bromley and Croydon stores for a unified sales strategy demonstrated my planning ability, which was well-received by management and I received good feedback from my colleagues.

Active Listening

My ability to actively listen to customers and understand their needs has been pivotal in my career. At my current role, where customer experience is paramount, I excel in engaging with customers, ensuring their needs are met effectively. This skill also extends to training staff during sales training sessions, where clear communication and understanding are essential.

Communication

Effective communication with both customers and colleagues is crucial in retail. I used my interpersonal skills daily to foster positive relationships and deliver exceptional service. As an In Store Trainer, I represent my store on a national scale, requiring clear and persuasive communication to convey product knowledge and company values effectively.

TO ARRANGE INTERVIEW



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