

# Sarah Dickens

Colchester

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I am a reliable, highly motivated and hard working employee, capable of undertaking complex assignments to tight deadlines. I am well practiced with working within a group and with self organisation through my varied work experience and through many customer interacting roles I am confident at dealing with people in a professional and sensitive manner. I have several brilliant years of retail management where I have refined my organisation and management skills. I am currently enjoying working in an administration role.

## Work Experience

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### **Personal Move Assistant**

Spicerhaart - Colchester

November 2021 to Present

Answering the phone and dealing with enquiries for both buying and selling houses. Passing messages on to specific branches or individuals in the business, effectively communicating the information correctly, often sensitively and with the appropriate urgency. Booking appointments by reviewing branch diaries, using my knowledge and initiative with regards to length of appointment and, if required, corresponding with the relevant individuals for confirmation. Calling potential customers to introduce them to the company and book valuation appointments, displaying excellent communication and interpersonal. I also carry out other administrative duties such as adding addresses to a database and updating customer records.

### **Supervisor**

Savers Health and Beauty - Colchester

November 2020 to Present

Assisting with managing a retail team. Driving target based sales for myself and for the team. Delivering excellent customer service, which was especially important during the difficult time of the pandemic. Daily duties included working the till, answering the phone and emails, cashing up, advising customers and handling stock and deliveries etc.

### **Homemaker**

Colchester

July 2019 to November 2020

Providing full time child care for my two children. This was an extremely rewarding and educational time for me, in which I became more decisive, organised and empathetic than before. However, I really missed working and once I secured part time child care was really excited to get back to work in a customer service environment.

### **Manager**

H. Samuel - Colchester

May 2016 to July 2019

Full time retail work, serving customers and delivering excellent customer service while achieving company KPI targets with the added general managerial duties, including resolving customer issues; raising and chasing orders and repairs; liaising with suppliers and product representatives; cleaning and tidying products and displays; administration such as stock counts; responding to emails; creating staff rotas; completing staff appraisals; recruiting and developing a team of employees; filing and banking.

### **Assistant Manager**

H. Samuel - Chelmsford

April 2015 to May 2016

Supporting the shop Manager and managing it in her absence. driving the team to achieve company KPI and sales targets. The role was in direct contact with the customers to deliver an amazing shopping experience and role model this to the rest of the team. The role also included lots of administrative duties such as telephoning, emailing and chasing customers, suppliers and workshops, sorting and sending online orders, completing stock counts.

### **Sales Assistant/Supervisor**

H. Samuel - Chelmsford

July 2013 to April 2015

Delivering an amazing customer shopping experience and achieving my personal sales targets with added responsibilities of basic team management and training new members of staff, supporting the management team, successfully running shifts

### **Head Girl Plume School, Maldon**

Maldon

2005 to 2006

responsible for organising charitable events liaising with children and teachers, including senior members of staff, speaking and presenting at various public events, in charge of the school council, implementing different schemes within the school such as the prefect scheme. Attending meetings of organisations within the community e.g. The Rotary Club, to develop ties for the school within the local area.

## Education

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### **BA**

Liverpool John Moore's University

2007 to 2010

### **A levels**

Plume School - Maldon

2004 to 2006

## Skills

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- Key Holder
- Customer Service
- Sales administration

## Additional Information

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### OTHER SKILLS AND INTERESTS

I have a full clean driving licence. I enjoy overseas expeditions including, in the past, a cultural immersion experience in Japan, a music tour performing in various venues around parts of Germany and two self organised extended trips exploring Australia, but more recently exploring different parts of Europe whilst on holiday. Influence from these cultural experiences provides me with versatility and positively enhances my everyday creativity. It is important to me to maintain a good level of fitness and I have taken part in several 5 and 10km races. I have a young, adventurous son and a mischievous daughter and together we spend as much time as possible outside and are regular visitors to the zoo, park and castle. In my spare time I relax by reading and playing the piano.