**Amie young**

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***Summar****y*

Accomplished Retail Assistant, well-versed in delivering high levels of customer service for an optimum sales experience. As passionate in maintaining beautifully, well-stocked store displays as in exceeding customer satisfaction expectations.

Experienced Pharmacy Assistant offering expertise in customer service and pharmacy operations.

Caring animal grooming professional experienced in treating varied breeds and dispositions. Used clipping, scissoring and hand-pulling methods to achieve the desired finish. Worked compassionately to provide warm, welcoming pet services.

***Certifications***

I have received mostly distinctions in my London college of music exams, and In May I sat my Diploma exam. To which I have recently received My diploma with a result of 90 percent. I received student of the year in 3rd year. I was also captain of the school basketball team for 4 years and helped the school get a senior team and a brand-new P.E. Uniform which I designed along with management which was introduced last September. I have received CPR training in school, and I have done 2 years of lifeguarding.

***Experience***

*August 2022-Current*

**The Village INN**- Waitress-Celbridge Kildare

Giving a High level of care to Customers including those with physical and mental disabilities.

 Carrying Dishes and Delivering Drinks with high level of care.

Being resourceful in my thinking and placement of costumers within the restaurant to allow for potential of bigger parties coming in,.

Remaining to be Open-minded when it comes to plans changing quickly and having to think on my feet or come up with new ideas to fix any problems.

Using very strong communication skills to communicate with costumers on their wants and needs and fulfilling their expectation of the service.

Maintaining good leadership skills and collaborating skills when it comes to co-workers, the environment can get quite stressful as we are a very busy place to work

ability to control my emotion and using my skills of empathy to understand relationships with co-workers.

*November 2021-January 2022*

**Penny’s** – Retail Assistant--Dublin Leinster

Processed product returns, ensuring items were clean and resaleable.

Accurately and efficiently processed cash, cheque, card, and mobile payments.

Guaranteed high levels of customer satisfaction through product knowledge and attentive service.

Maintained outstanding till service efficiency during peak hours, reducing customer wait times for optimised satisfaction.

Maintained knowledge of current promotions, refund guidelines and payment policies, providing reliable customer advice.

Addressed customer enquiries and concerns, facilitating decision-making and minimising hesitation.

Updated product labelling and promotional pricing.

June 2021-Auguest 2022

**Learning Lab** – Retail assistant- Celbridge

February 2020

**Beaufeild Veterinary**-Assistant- Celbridge

November 2019

**Walshs Pharmacy**-Retail assistant-Celbridge

***Skills***

Organisation, Resourcefulness, depersonalisation, computer skills, networking, grooming techniques, record-keeping, equine managements, extemporary Customer service, Target-driven Efficient multitasker, outgoing and enthusiastic money handling, self-motivated and confident communicator.

Personal skills, Conflict Resolution, People Skills, Listening skills, task skills, Leadership and collaboration skills, problem-solving, injury prevention, adaptability skills, self-management and time management.

***Volunteering***

Currently Volunteering with a Dublin service till May 2025