

Zaneta Jackson
15 King Street
Boston
PE21 8UR
Lincolnshire
07521456207
zanetazee86@hotmail.com

Employment History

Sale Assistant / Shift Manager at One Stop, Boston

June 2005 - February 2015

Duties include face to face customer services, compliant with DPA and confidentiality. Dealing with daily basic customers issues, resolving problems and defusing confrontation. Due to nature of the business we use all forms of communication including email, telephone and specialist internet computer system. Daily responsibilities including cashing up, banking, stock takes and ensuring the security of stock, cash and documents, I am also a key holder.

Customer service at Wickes, Boston

January 2015 - December 2016

Greeting customers, enquiries and managing complaints, cashing up, banking, putting stock away. Discussing solutions with customers and booking appointments with advisors. Warehouse Operative operating a Forklift Machine.

Customer Assistant at Buildbase Jacksons, Boston

December 2016 - September 2020

Dealing with large number of customers on daily basis and ensuring complete satisfaction, referring them to best specialists of my knowledge. Processing transactions such as sales, refunds and account payments, balancing tills and banking to the high standard. Managing all customers complaints through to resolution, escalating to the Store Manager when necessary.

Hire Manager at Hirebase Buildbase Skegness

September 2020 - September 2022

Nationwide Plant and Tool division hires a range of equipment including all plant like diggers, dumpers, telehandlers and small hand tools to companies within the construction, utilities and infrastructure sectors ensuring that our customers can hire what they want, when they need it. Building and maintaining a profitable business by developing relationships with customers over the phone and face to face. Providing training to new members of staff, ensuring they were fully compliant with company policy and expected levels of service.

Area Sales Representative at GAP Group Lincoln

September 2022 - June 2023

Our nationwide Plant and Tool division hires a range of equipment including diggers, dumpers, pumps, telehandlers, trenching, survey and small hand tools to companies within the construction, utilities and infrastructure sectors. Reporting

directly to the Regional Sales Manager, the Area Sales Representative (ASR) will be responsible for maximising Plant & Tool (P&T) hire revenue opportunities from existing major account customers and winning new business. This will include delivering sales presentations to our major account customers at a senior management level and attending depot/customer trade days to promote our product offering. The Regional ASR will also work with various stakeholders across the GAP Group network including Regional Sales Managers and their sales teams, to ensure pro-active promotion of hire opportunities for P&T equipment within their existing customer base.

Education

High School, Jastrzebie Zdroj, Poland

September 1999 - July 2002

Economy & Administration, High Trade School, Jastrzebie Zdroj, Poland

September 2002 - June 2005

Languages

Polish , English , Russian and Czech

Hobbies

Travelling abroad and seeing new places also motor sports especially Speedway.

References

Linda Dugdale Manager One Stop

One Stop , 59-61 West Street

Boston, Lincs, PE21 8QN

01205362430

Steve Elleray Manager Wickes

West Street , BOSTON

Lincolnshire, PE21 8QN

01205310186

Adrain Cromie Buildbase Jacksons

6-7 Tattershall Road, Boston PE21 9JG

01205355791