

# Glen Ross

(He/Him)

07393 10521 · glen.wjl.ross@gmail.com

---

## CUSTOMER FACING ROLES

I am a Film and Media BH (Hons) (2025) graduate experienced in customer-facing retail roles and adept at skills such as point-of-sale management and attaining KPI targets. I always strive to make customers feel welcome in my roles as I want to make sure anyone's day can even slightly be improved by a cheery attitude and helping hand.

---

## KEY COMPETENCIES

Positive customer engagement  
Teamwork skills  
Clear communication

Intuitive problem-solving  
Critical thinking skills  
Maintaining customer satisfaction

Strong interpersonal skills  
Proactive and self-motivated  
Strong organisational skills

---

## PROFESSIONAL EXPERIENCE

EE

Jul 2021 - Sep 2021

Sales Assistant

This role introduced me to customer service skills and discussing deals with customers which they would benefit from as well as meeting personal assigned targets. This role also saw me manage a digital queue of appointments by customers as well as engage with a sophisticated database and system to sign up customers for contracts.

The Works

Oct 2021 - Jan 2024

Sales Assistant - Key Holder

Performed in a customer-facing role for upwards of two years managing stock layout as well as encouraging customers to join the points program. Customer interaction was key within this role being a relatively small store resulting in an understanding of the reliance of customers on you and your role. This role covered the differing tasks needed for opening and closing shifts as well as the importance of creating a positive environment with other coworkers and meeting goals. This role would often call for me to adapt to arising issues such as spills and hazards created by customers on the shop floor as well as maintaining the cleanliness of the shop floor throughout the day. This role highlighted my skills in problem-solving with unsatisfied customers and being able to de-escalate tense situations as well as clearly answer any queries put to me.

Auckland University of Technology  
Study Abroad program, Auckland, New Zealand

Feb 2024 - June 2024

**Lakeland**  
**Sales Assistant**

**September 2024 - 24th December 2024**  
**Fixed Contract**

This role required I have an increased knowledge about a range of different products as well as conveying this information to customers in order to solve problems with them as to what their needs are and how they could be met. Within this role, there was till work which would include talking customers through how various vouchers and discounts operate as well as processing various returns, including faulty electrical items and cookware. As well as this, goods would often need to be retrieved from a stockroom, meaning an in-depth knowledge of its layout was needed.

This role improved my customer service skills beyond the till work as we were encouraged to ask customers if they needed any help whilst on the shop floor and follow this up by asking what they needed. When talking to customers I would help them look for alternatives to what they initially wanted if needed based on the information given.

**The Works**  
**Sales Assistant - Key Holder****February 2025 – current position**

Returned to my previous role at The Works following the end of the fixed term contract at Lakeland.

**EDUCATION & CERTIFICATIONS**

**Bachelor with Honors, Film and Media**  
Queen Margaret University

**National 5 Certificates**  
  
English  
Modern Studies  
RMPs  
Graphic Communication

**Higher Certificates**  
  
English  
Modern Studies  
RMPs  
Classical Studies  
Graphic Communication  
**Adv Higher Certificates**  
RMPs

**HOBBIES AND INTERESTS**

Film and TV  
Pop Culture studies  
Physical Media  
Lego  
Science fiction novels  
Photography