



Jackie Le

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Work Experience

JB-Hi-Fi Sales

Jul 2023 - Jul 2024

Sales Consultant

- Delivered tailored tech product demos by actively understanding customer needs, resulting in improved bundling rates.
- Frequently supported team leadership on the floor, guiding teammates and handling customer queues during peak periods.
- Responded to customer concerns with speed and empathy, maintaining satisfaction in one of the busiest JB locations.
- Tracked and reviewed individual KPIs to proactively address performance gaps and continuously improve.

Pholicious

2016 - 2019

Front of House / Cashier

- Managed POS transactions accurately while maintaining a clean, organised customer area.
- Engaged with diverse customer groups, ensuring friendly service during busy lunch and dinner rushes.
- Collaborated with the team to deliver efficient service and meet daily operational goals.
- Built strong rapport with repeat customers, contributing to customer loyalty.

Education

Bankstown Education and Skills Training - Business

East Hills Boys High School

High School Certificate