

• John Harris

ARCHITECTURE / RETAIL / DESIGN

Technology made personal.

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EXPERIENCE

Moss Bros

May 2026 - Present

Sales Associate

- Identify customer needs through considered questions, then recommend garments, fits, fabrics and styling options with confidence.
- Translate product and tailoring knowledge into clear, practical advice for appointments and walk-in customers.
- Maintain premium presentation and attentive service while adapting communication during busy trading periods.

Archers

May 2025 - Aug 2025

Furniture Workshop Assistant

- Measured, cut and assembled furniture frames using hand and power tools, working accurately to specification.
- Supported loading, transport and delivery while keeping workshop tasks organised and safe.
- Built practical problem-solving, material awareness and respect for finish and detail.

Harley Street Lounge

Sep 2024 - Dec 2024

Bartender / Barista

- Delivered discreet, polished bar and coffee service in a premium environment.
- Managed competing requests with composure, accuracy and consistent presentation.

Greggs

Oct 2021 - Sep 2024

Team Member

- Served customers efficiently in a fast, high-volume retail environment.
- Worked collaboratively to maintain availability, accuracy, hygiene and safe procedures.
- Developed a dependable service foundation over nearly three years with the team.

CIRDIC Center

Mar 2020 - Jan 2021

Volunteer Cook

- Prepared meals for up to 80 people and supported a respectful, well-organised kitchen service.
- Coordinated preparation, timing and clean-down with fellow volunteers.

Marine Cadets

Mar 2019 - May 2023

Cadet

- Developed discipline, teamwork, responsibility and initiative through structured activity.
- Completed practical training requiring reliability, clear communication and shared standards.

CUSTOMER EXPERIENCE APPROACH



01

Listen first

Use considered questions to understand needs and build genuine confidence.



02

Make it clear

Translate product knowledge into relevant, practical advice for the individual.



03

Care about craft

Bring visual judgement, accuracy and attention to every customer interaction.

PROFILE

Customer-focused retail professional with experience across premium menswear, workshop production and hospitality. Currently studying Architecture, with strong visual judgement and a practical understanding of how products, spaces and technology shape customer experience.

EDUCATION

BA (Hons) Architecture

London Metropolitan University

2024 - Present

A Levels

UTC Reading

2022 - 2024

GCSEs

Reading College

2021

PRODUCT FLUENCY

- Apple ecosystem: iPhone, iPad, Mac and iCloud
- AirDrop, Handoff and Continuity
- Turning features into useful, everyday value

CORE STRENGTHS

- Customer service
- Personalised recommendations
- Product knowledge
- Clear communication
- Retail sales
- Problem solving
- Team collaboration
- Attention to detail

PERSPECTIVE

A 2026 visit to Shenzhen strengthened John's interest in contemporary architecture, technology-led design and emerging urban environments.