

LISA SHONE

CUSTOMER SERVICE | ADMINISTRATION | RETAIL PROJECT SUPPORT

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PROFESSIONAL PROFILE

Reliable, practical and customer-focused professional with broad experience across hospitality, wedding coordination, office administration, retail rollout and live-site support. Confident working with customers, colleagues, suppliers and contractors, with a calm approach to changing priorities and time-sensitive work. Recent experience includes B&Q and Lidl programmes, electrical-installation assistance, shopfitting support, digital pricing-screen rollout and store de-merchandising/re-merchandising. Holds a current CSCS card, a Level 3 Hospitality qualification and a full UK driving licence.

CORE STRENGTHS

- Customer service, relationship building and clear communication
- Wedding, restaurant and function coordination
- Office administration, job paperwork and organised record keeping
- Retail rollout, shopfitting support and live-store working
- De-merchandising, re-merchandising and presentation standards
- Practical teamwork, site awareness and adaptable problem solving

PROFESSIONAL EXPERIENCE

INSTALLATION & RETAIL ROLLOUT ASSISTANT

Apr 2022 - 2025

JusWrk | B&Q and Lidl programmes

- Supported electrical-installation and shopfitting activities across live retail environments.
- Worked on B&Q and Lidl programmes for approximately 18 months, following site instructions and coordinating effectively with the wider team.
- Assisted with the rollout of digital pricing screens, helping prepare work areas and complete installations accurately.
- De-merchandised products before gondola works, then re-merchandised bays carefully so stores were ready for customers.
- Maintained tidy work areas and a safety-conscious approach while working around store teams, contractors and members of the public.

WEDDING COORDINATOR

c. 2009 - Apr 2022

I Do 4 U

- Supported couples from initial discussions through planning and delivery, providing a friendly and reassuring point of contact.
- Coordinated venues, suppliers, timings, room requirements and practical event details.
- Managed changing priorities and last-minute requests calmly to help functions run smoothly.
- Applied strong presentation standards, discretion and customer care throughout each event.

EARLIER EXPERIENCE

ADMINISTRATOR

2004 - 2009

Image Systems & Siteguard

- Provided day-to-day administrative support within busy security-installation businesses.
- Handled customer and supplier communications, maintained organised records and supported job paperwork.
- Helped coordinate information for installation work and responded professionally to changing operational needs.

HOME SHOPPING TEAM MEMBER

c. 2001 - 2003

Iceland Home Shopping

- Worked within Iceland's pioneering early grocery home-shopping operation.
- Supported the accurate preparation, organisation and coordination of customer grocery orders for home delivery.
- Maintained helpful customer service and dependable standards in a fast-moving retail environment.

HOSPITALITY TEAM MEMBER / FUNCTIONS SPECIALIST

c. 1995 - 2001

Holiday Inn

- Worked across room care, restaurant service and hotel functions, adapting to changing guest and operational requirements.
- Prepared and maintained guest rooms to a high standard of cleanliness, presentation and attention to detail.
- Delivered friendly restaurant service and supported the preparation and smooth running of functions and events.
- Built a strong foundation in teamwork, reliability, customer care and professional presentation.

QUALIFICATIONS & CREDENTIALS

- Level 3 Hospitality qualification
- Current CSCS card
- Full UK driving licence

ADDITIONAL INFORMATION

Comfortable working in customer-facing, office, hospitality, retail and active site environments. References are available on request.