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Manager

Work experience

Assistant Manager · Kiltane · London

December 2023 - November 2024 · 12 months

My last job experience was as Deputy Director of the Kiltane store in London. Here I worked in one of the branches of a Scottish brand specialising in the sale of various products made of merino wool and cashmere, which is very popular with tourists from all over the world, and I was responsible for ensuring that each client finds exactly what he needs. As a manager, I organised and maintained the daily smooth operation of the store together with our London team.

- daily organisation of the work of the store and staff
- interviewing and selection of applicants for junior positions
- drawing up a work schedule for the store staff (up to 10 people)
- decoration of street storefronts in accordance with the brand image
- sales analysis, identification of products with the best indicators
- reorganisation and planning of the storefronts of the trading floor to improve sales
- training of new staff
- performing a liaison role between senior and junior managers
- monthly monitoring of the safety of retail premises (fire safety, alarm system, availability of first aid equipment)
- control over the stock levels

Achievement: operating the most profitable store in 2023 at Kiltane in the UK

Skills: Leadership, Sales Reports, Interviewing, Knowledge of Professional Development

Supervisor · Kiltane · London

June 2023 - November 2023 · 6 months

My first job at Kiltane is the Supervisor role. Here I got a wonderful experience working for a Scottish brand that is very popular with tourists from all over the world, being responsible for ensuring that every customer finds exactly what he/she needs. As a Supervisor, I organised and maintained the daily smooth operation of the store together with our London Team. Since the beginning of my work at Kiltane, I have learned a lot of new information about various Scottish tartans, which allows me

👤 28 years

♀ Female

📍 Chişinău

💰 1 200 EUR

TOP Skills

- **Customer Service** · 1 year
- **Product Knowledge** · 1 year
- **Team Working** · 1 year
- **Aviation** · 1 year
- **Shopfloor Merchandising** · 1 year
- **Sales Promotion** · 1 year

Preferences

- Part-time
- In-house
- Remote
- Hybrid

Languages

- **Romanian** · Medium
- **Russian** · Native
- **English** · Fluent
- **Spanish** · Elementary

to choose the right products depending on the preferences of customers.

My daily/weekly duties include:

- customer service - to help customers choose among a variety of Kiltane products, telling about their features so that everyone is satisfied with their purchase
- standards and the appearance of the window and the store - a properly designed window attracts more customers, as well as standards are an indispensable part of tidiness and pristine look of the shop floor
- communication with the Team - distribution of responsibilities between team members during the day, to make sure all areas of the shop floor are clean and replenished as well as back areas are organised and well-maintained
- collaboration with Tour Guides during tour groups visits - making sure everyone gets high standard customer service in a busy environment due to nature of tour groups
- daily & weekly banking, opening & closing the store, excel spreadsheets tracking & updating, delivery processing, stockroom maintenance, stationary orders, Health & Safety Checks

Skills: Team Management, Cash Management

Commercial Merchandiser · ZARA UK · London

June 2021 - August 2022 · 1 year 3 months

One of my work experiences is commercial merchandising, which is 2 years along with the training. After the successful completion of the training in the children's department, which lasted 9 months during COVID, my responsibilities expanded. My daily work program was based on the impeccable image of my department, which was aimed at providing the maximum selection of trends and outfits for our customers. To do this, I used the company's analytical programs, sales reports for a week, two weeks and a month, as well as methodological recommendations of regional merchandisers. After analysing all the data, I developed and implemented an action plan.

My duties included but not limited to:

- checking the sold-out articles, replacing them with commercially interesting things. If this was not possible, I recombined the collections.
- twice a week, a plan was drawn up for the distribution of new collections, and also on the day of delivery, these new items were distributed to the shopping hall.
- involving and delegating sales assistants in the workflow throughout the day, as well as presenting them with new collections and their locations after each new arrival.
- creating commercially profitable outfits that meet the Chelsea atmosphere and customer profile.
- reporting and interaction with the Department Manager, Commercial Manager and General Manager on the work done, as well as the implementation of their recommendations.
- participation in workshops in top London stores to develop and deepen knowledge about fashion trends • interaction with customers to create outfits for special occasion

- during the sales period, participation in drawing up a plan for the entire sales section with Commercial Manager and Department Manager

Skills: Retail Commerce, Commercial Knowledge, Shopfloor Merchandising, Sales Promotion

Sales Assistant · ZARA UK · London

August 2019 - June 2021 · 1 year 11 months

My experience as a Sales Assistant started with a full-time job in a very busy environment. My main goal has always been to help the client find what he is looking for or to help with advice if he is not sure of his choice. My journey began with fashion retailer ZARA in the women's department in the luxury district of Chelsea, where the profile of buyers is quite specific and, like any profile, requires a special approach. Very soon I achieved a good knowledge of the store's assortment, as well as an understanding of styles and fabrics, so I have been able to offer the client something that he/she cannot refuse. If the client was looking for a particular product, I always tried to find this item online or in other using ZARA devices and software. All these efforts helped not only to benefit customers, but also to achieve demanding target sales.

My main responsibilities were:

- Being aware of what happens day to day in the store
- Maintain responsibility for one or several sections of the store as instructed by your Manager keeping a basic image of the area (folding and displaying)
- Ensure the shop floor is replenished throughout the day and when instructed to do so by the Manager
- Ensure good housekeeping is maintained throughout all areas in the store at all times
- Ensure that customers are acknowledged and receive a quality service either face to face or over the telephone
- Maintain standards in the stockroom by organizing and arranging the stockroom efficiently • Be actively involved in the delivery and ensure new stock is available for replenishment on the shopfloor before the store opens
- Complete other tasks as necessary to support the overall store

Skills: Customer Service, Product Knowledge

Ground Handling Agent · Aeroport Handling

August 2017 - January 2019 · 1 year 6 months

My experience in aviation lasted for more than one year and my main duties were to check passengers and their luggage for flights. The airport in Chisinau is not very large, however, due to its location and connection with various airlines, people continued their travels both to the USA and to Asia and Australia. During this period, I succeeded in quickly registering passengers for a flight, I also competently used the TIMATIC system to check visa requirements in order to prevent unauthorized travel, made sure that the passengers' hand and checked baggage corresponded to the standards of the serviced airline and security requirements.

- Airlines I worked with: Air Moldova, Tarom, S7 Airlines, Aeroflot, Lufthansa, Austrian Airlines, LOT Polish Airlines, FlyOne, WizzAir
- Check - in systems that were used during work process: Liasson SITA DCS, Altea DCS, Astra DCS, SabreSSCI, Navitaire
- Additional experience in special procedures such as rules of registration of unaccompanied minors, passenger with disabilities, PETC&AVIH, boarding, delay and cancellation procedures

Skills: Team Working, Aviation

Desired industries

- Marketing / Advertising / PR
- Light Industry
- Human Resources

Education: Higher

ULIM

Graduated in: 2018

Faculty: Economic Sciences

Speciality: Tourism and Hospitality

Courses, trainings

First Aid Training

Graduated in 2024

Organizer: British Red Cross