



Catarina de Freitas

Sales Associate

London, UK

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Languages

English (Fluent)

Portuguese (Native)

French (Basic)

Spanish (Basic)

About

Motivated and dynamic retail professional with over ten years experience in fashion, and enormous insight into this industry gained through working for some of the biggest names in the business. Experience in all aspects of customer service, with an instinct for hitting and exceeding targets, whilst maintaining high standards of customer service. Confident, committed and excellent communicator with a genuine love for fashion and also passion for selling. Committed to deliver a personal and professional service that exceeds expectations.

BRANDS WORKED WITH

Ana Salazar

Destination Education

Goldsmiths, University of London, Pgce

Liberty

Marc BY Marc Jacobs

The Tea House

Experience



HLTA

Destination Education | Jan 2022 - Jul 2022

Primary Student

Goldsmiths, University of London, Pgce | Sep 2018 - Jul 2019

Career break taken in order to move back to London and settle down
11/2015 - 09/2018

Sales Associate

Liberty | Nov 2010 - Nov 2015

Created customer loyalty by adapting own advice to the customers' needs

- Drove sales individually and worked with other team members and managers to achieve and exceed store targets
- Dealt with enquiries efficiently, from whatever source
- Ensured that the store was immaculately clean and well-presented at all times
- Did stock control

Sales Associate

Marc BY Marc Jacobs | Nov 2010 - Nov 2015

Welcomed and gave style advice to a very discerning customer base

- Created customer loyalty by adapting own advice to the customers' desires and needs
- Drove sales individually and worked with other team members and managers to achieve and exceed store targets
- Developed knowledge of all products, press and marketing including online

Sales Associate

Ana Salazar | Aug 2007 - Nov 2010

Helped with stock deliveries and store upkeep

- Managed customers' ideas from conception to completion
- Developed and expanded customers' database
- Helped to organise parties and allocate invitations



Sales Associate

The Tea House | Nov 2003 - Oct 2005

Developed product knowledge

- Assisted in the induction of new staff
- Ensured that the store was clean and well-stocked at all times
- Packed, checked-of, transferred, shelved stock accurately
- Helped designing and creating window displays

