



Margaret Lucas

Administration Executive

London, UK

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Languages

- Spanish
- English
- Portuguese

About

I am a versatile, creative and dynamic professional with a friendly approach, enthusiastic about my work and experienced in retail. Luxury, Admin, Operations and Customer Service. Currently seeking opportunities to enhance my skills with dedication and commitment to excellence.

BRANDS WORKED WITH

- Carolina Herrera
- Harvey Nichols
- Marks & Spencer
- ROLEX

Experience



● Buying Assistant Internship

Marks & Spencer | Aug 2019 - Mar 2020

Identified and reported new fashion trends in weekly team meetings. Collaborated on buying goals and future styles across departments. Source materials for AW 20/21 collection and product development. Participating in critical path meetings and assisting fitting and samples conduct by others buyers.



● Client Advisor -Luxury

Harvey Nichols | Feb 2019 - Aug 2019

Achieving 42% increase in sales over the past 6 months. Delivery excellent customer service assessing clients preferences and needs to make personalized product recommendations. Maintaining visual display.

S A L E S
M A R G A R E T
L U C A S
T N A E X E C U T I V E A S S I S T



● Sales /Administrative

ROLEX | Jan 2023 - Feb 2024

Provide excellence customer service to clients and dealers to ensure that sales orders are processed and finalize. Assisting clients inquires via phone, email or in person and provide information about products and availability. Weekly support the sales team on shop floor and conduct regular stocktakes. Maintain accurate and up-to date customer records, sales, data and orders history in CRM system-Sales Force. Handle clients repairs within RADIX system ensuring a smooth and customer friendly process.



● Sales Executive Admin Assistant

Carolina Herrera | Aug 2019 - Oct 2022

Monitor and prioritise incoming mail, calls on a daily basis responding or redirecting between UK, Spain and New York. Coordinate and organise with the shipping to ensure timely and accurate delivery of customer orders. Successfully coordinate occasional away days, Christmas parties, teams outings and divisional meetings, adhering to specified timeframes and budgets.

Education & Training

2018 - 2022

● Falmouth University

BH(Hons)degree in Business Management for Fashion,

2018

● OYSTER TRAINING GROUP UK

Diploma Airline Cabin Crew First AID,

