



# Jennifer Adagio

Wholesale and Customer Service Manager

Bristol, UK

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## Languages

English (Fluent)

Italian (Fluent)

## About

A self-starter, experienced management administrator with a dedication to positive client relations, who flourishes in a creative environment. Has a strong passion and experience in digital marketing and branding. A background in Graphic design, Fashion and Interiors with advanced computer skills and excellent organisational, verbal and written skills.

### BRANDS WORKED WITH

- Jennifer Adagio Graphics
- Lowena Studio
- ONJENU
- Village Underground, London

## Experience

### Airbnb Superhost

Lowena Studio | Aug 2021 - Nov 2022

Interior Designer/Owner/Manager/Host: Designed and refurbished base-ment into luxury garden studio apartment. Managed build, design and purchase of materials and interiors. Designed logo and branding. Manage property and calendar. Maintain a 90% response rate or higher. Maintain an overall rating of 4.8 or higher. Maintain the best customer service at all times. Manage cleaning and maintenance staff.



### Wholesale Manager

ONJENU | Jan 2016 - Now

Management and accountancy Managing client accounts, including: sales, payments and invoicing, client relations, aftercare Managed and trained new shop and trade show staff Liaising with warehouse man-agers to update job book, dispatching orders, invoices and tracking de-tails Sending wholesale clients account statements Monitoring shipping and merchandise flow to maximise sales and customer satisfaction Sales and Administration Weekly reporting and sales analysis using Excel and Powerpoint Ensuring clients received requested products and services in a timely fashion Representing and introducing the brand to new potential customers Maintaining excellent relationships with existing customers Responsible for brand's e-mail account management Draft marketing and e-mail communication / content on behalf of the Director Admin-istration of finance software (Xero, Worldpay, Brightpearl) Event Or-ganisation Digital marketing, video editing and social media Managing and working as part of a team in trade shows in London, Berlin, Milan-fulfilling orders for national and international clients Managing regular photoshoots, photographer, model, make up artist, design set and assist with styling Regularly managed weekly pop up shops in Chelsea, London

### In House Designer

Village Underground, London | Apr 2017 - Jul 2018

- Designed marketing projects for both print and social media such as monthly digital newsletters, animated gifs, business cards, event posters and flyers
- Collaborated with various Art Directors and music clients to create vision, conceive designs and consistently meet deadlines and require-ments.
- Involved in the set design and decoration of various music events.

### Freelance Graphic Designer

Jennifer Adagio Graphics | Apr 2014 - Apr 2018

- Designed and developed artwork and layout for print and digital mar-keting material such as business cards, posters, flyers, gifs, newsletters, websites
- Managed up to 5 projects or tasks at a given time while under pressure to meet weekly deadlines
- Designed content for various client's social media platforms (Instagram, Youtube, Facebook, Pinterest.)

