



Daniela Silva

Sales Assistant

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Languages

Portuguese

Spanish

English

About

A highly self-motivated, enthusiastic individual with excellent communication skills (verbal, written and listening), I am a very hard-working person with determination, generosity, consideration for others and the ability to work alone using my own initiative as well as within team. I pride myself on being punctual on any occasion and are now currently looking to develop my skills and further progress my career.

BRANDS WORKED WITH

CUBE STAFF AGENCY

Dune Group

Forever 21

Mooboo

ZARA

Experience

● SALES ASSISTANT

24 Seven agency | Jan 2022 - Jan 2023

STORES: Alexander Wang, Montblanc, Mulberry, Chloe, Theory, Burberry, Seraphine, Victoria Beckham...

- Keep up to date with product information
- Providing exceptional customer service
- Energetic and positive attitude
- Preparation of inventory for sale floor and visual merchandising
- Assists cashiers
- Ability to work effectively with a team

● WAITRESS

CUBE STAFF AGENCY | Jan 2022 - Jan 2023

PLACES: TikTok office, Rosewood Hotel – (Mirror Room and Holborn Dining room), Brown's hotel - (Charlie's restaurant),

- Deliver checks and collect bill payments
- Greet and escort customers to their tables
- Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
- Attentiveness and patience for customers
- Serve food and drinks orders (Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages)
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Offer menu recommendations upon request
- Team spirit
- Friendly, helpful, confident and engaging personality
- Works during the breakfast, lunch, and dinner hours



● SALES ASSISTANT

ZARA | Jan 2020 - Jan 2022

- Ability to work under pressure
- Strong initiative and self-motivation
- Be available for Cashier when they request help – taking customers payments – cash handling, processing both cash and card payments, exchanges and returns
- Good interpersonal skills
- To maintain good standards in personal presentation to represent the image of the brand
- Passion for Fashion
- Online orders, click and collect packing
- Comfortable maintaining ambitious standards in a fast-paced environment
- Enjoy talking to people and be at ease approaching customers and help them with anything
- Attention to details to display the products at their best and keep the shop floor clean and tidy

● SALES ASSISTANT

Dune Group | Jan 2019 - Jan 2019

- Ability to remain calm and professional under pressure
- Customers focus
- Comfortable maintaining ambitious standards in a fast place environment
- Develop and maintain an elevated level of knowledge about our products, our business, retail law and the customer experience industry
- Passion for fashion and footwear
- Attention to details to display the products at their best and keep the shop floor clean and tidy



● **SALES ASSISTANT**

Forever 21 | Jan 2017 - Jan 2019

- Ensuring workstation is clean and sanitized.
- Taking customer payments – cash handing, processing both cash and card payments
- Comfortable maintaining ambitious standards in a fast place environment
- Maintaining outstanding store condition and visual merchandising standards



● **SALES ASSISTANT**

Mooboo | Jan 2015 - Jan 2017

- Ensuring workstation is clean and sanitized
- Taking customer payments – cash handing, processing both cash and card payments
- Memorize, Prepare, and serve: Numerous flavors of milk and fruit bubble teas with toppings plus smoothies.
- Advice the customer which taste will be good for the bubble tea
- To maintain the drink equipment and machinery to bubble tea standards.
- To ensure sufficient stock of bubble tea ingredients, packaging, and utensils.
- To be able to communicate with confidence about bubble tea.
- To maintain bubble tea quality through tasting.