



# Nicolas Dibi

Senior sales Manager

[View profile on Dweet](#)

## Languages

English (Fluent)

French (Fluent)

## About

I am a retail professional with extensive experience in customer service and sales. I thrive in fast-paced environments, effectively meeting sales targets, ensuring store compliance, and providing tailored solutions to customers' needs.

### BRANDS WORKED WITH

- Vodafone Lewisham
- Intercontinental o2
- Marriott hotel Ascendent cleaners
- Barrister

## Experience

### ● Senior manager

Vodafone Lewisham | Dec 2022 - Now

- Responsible of Operations of the Retail Store.
- Assuring the compliance of Sales and Upgrades made within the Store.
- meeting sales targets.
- The ability to communicate with customers, identify their needs, and provide them with solutions.

### ● Room service

Intercontinental o2 | Nov 2021 - Dec 2022

- Taking food and beverage orders from guests over the phone or in-person.
- Handling cash and card payments and ensuring that all transactions are accurate and recorded.
- Responding to guest inquiries and resolving any complaints or issues that arise Following all. health and safety regulations and procedures to ensure the heal th and safety of guests and staff.

### ● Carpet cleaner

Marriott hotel Ascendent cleaners | Sep 2019 - Nov 2020

- Inspecting carpets and upholstery to determine the best cleaning method and products to use.
- Responding to customer inquiries and resolving any complaints or issues that arise.
- Maintaining and cleaning equipment, including regular maintenance and cleaning of the machines to ensure they operate efficiently.



### ● Food

Barrister | Aug 2017 - Sep 2018

- Greeting customers and taking orders, while providing excellent customer service.
- Preparing and serving coffee, tea, and other beverages to customers.
- Processing payments and handling cash and card transactions.

## Education & Training

### 2023 - 2024 ● Arden University

Bachelor of Arts,

### 2011 - 2016 ● A\*-C, Addeys & Stanhope

5 GCSEs grades,