



Bijan Mulugeta

Sales Associate

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Languages

English

About

With a strong background in luxury retail I have gained the relevant knowledge to work with some of the industries most respected brands such as Valentino, The Row, Roberto Cavalli, Roger Vivier, Chloe, Zimmerman etc. I have worked most on temporary projects and full time work with companies. I am comfortable recommending and styling clients to match their needs and usually have a great success rate in doing so, with making sales and having returning clients to the store/boutique. I believe I'd be a right fit/ candidate for the upcoming projects as I would incorporate the experience I have gained in the past, making me a quick learner which works efficiently with any team.

BRANDS WORKED WITH

Chloé

Daikokuya

Gina Shoes

Kurt Geiger

Manolo Blahnik

Off-White

Roberto Cavalli

Roger Vivier

The Row

Zimmermann

Experience

- **Roger Vivier, Selfridges, Selfridges Kurt Geiger | Oct 2019 - May 2021**
 - exceptional customer service experience, by greeting , listening and assisting customers whilst-demonstrating knowledge of products.
 - Contributed in managing the visual display of products in accordance with RV visual standards.
 - Built and strengthened relations with customers, both international and domestic.
 - Ensuring the standards of the boutique are always kept high
- **Daikokuya, Bond Street | Jul 2016 - Aug 2017**
 - Provided an incomparable customer service experience
 - Maintained merchandise displays, ensuring all displays remained at a high standard, offering suggestions for updates to further entice customers.
 - Provided an exceptional after sales service including a courtesy phone call, culminating in achieving a high level of customer service and satisfaction.
 - Consistently maintained monthly sales targets, through maintaining an up to date knowledge of products and brand history
- **Step Two Kids Shoes | Oct 2014**
 - Assisting with sales, working as a team to hit and pass targets
 - Cash handling of the till when opening and closing our concession
 - Stock room replenishments and cleaning
 - Dealing with customer queries or complaints and handing over to management if necessary
 - Working alongside VM to ensure the area looks clean and presentable
 - Sizing and fitting clients before purchasing a pair of shoes.
- **Please Mum Luxury Kids | Dec 2012 - Feb 2013**
 - Working through all boutique locations
 - Opening and closing the boutique with management
 - Cleaning, replenishing stock and deliveries
 - Helping our domestic and international customers with purchases
 - Packing and wrapping designer kids clothing and sending to hotel or private addresses when needed.
 - Handling VAT refunds



● Roger vivier sales associate

Kurt Geiger | Oct 2019 - May 2021

Stand me boutique in Selfridges shoe department worked alongside the supervisor to maintain standards on shop floor, selling shoes and handbags to our clients both domestic and international. Maintaining VM

standards on shop floor, keeping the boutiques client book up to date with clients in search for special order items.



- **Sales assistant/ key holder**

Daikokuya | Jul 2016 - Aug 2017

Started off as a sales associate to the pre loved boutique on Bond Street, responsibilities included changing store windows/vm work adding jewellery and handbags. Greeting and assisting clients to the store and explaining the concept of pre loved items. After a few months I was opening and closing the store alongside staff members, sending off reports to area managers on store performance, buying and selling items for the store. Helping with authentication of handbags and jewellery

Education & Training

2012 - 2014

- **Hammersmith college**

National extended business , Business