



Andreea Butacu

Bilingual Customer Service Representative with High Customer Satisfaction Rate.

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Languages

Romanian (Native)

English (Fluent)

About

Experienced retail professional with a strong background in sales and customer service. Currently a Shop Supervisor at Ecco, skilled in inventory management, handling payments, and promoting products. Adaptable and dedicated to achieving targets in dynamic retail environments.

BRANDS WORKED WITH

Dolce & Gabbana

Selfridges

Russell and Bromley

The Dune Group

ECCO Shoes Retail

SC MONTEO TRAVEL SRL

SC SCADO CAPRICIA SRL

RESTAURANT OSTERIA ROMA

ECCO Shoes

eurochange

Experience

● Retail Supervisor

Ecco | Jun 2022 - Now

● Sales Assistant

Russell and Bromley | Mar 2022 - Now

- Serving customers and dealing with enquiries
- Processing cash, card and online payments
- Updating customer records in the company's database as required
- Handling product returns and payment refund requests
- Reporting any inventory or service issues to management and the appropriate Account Manager immediately
- Promoting products based on the company's directives
- Arranging products on the shelves and on promotional displays
- Unpacking and sorting new stock delivery
- Managing product inventory at the store
- Keeping the store clean

● Sales Advisor

The Dune Group | Nov 2021 - Mar 2022

- Approach customers and offer them advice on products to persuade them to buy
- Provide information and other services such as handling returns of merchandise
- Locate products on behalf of customers
- Deal with complaints in a patient and helpful manner
- Take and record orders through a computer system in person or over the phone/e-mail
- Update customer information in databases
- Go the "extra mile" to meet targets
- Monitor shelves inventory and unload new products when needed
- Operate cash registers and close daily revenues
- Maintain a clean and orderly environment in the store

● Sales Advisor

ECCO Shoes Retail | Jan 2020 - Jul 2021

- CASH AND PAYMENT CARD
- PRESENTING PRODUCTS
- SELLING PRODUCTS
- PRESENTING ACADEMIC KNOWLEDGE TO CUSTOMERS ABOUT PRODUCTS AND BENEFITS
- RESPONDING TO SUPERVISOR ROLE
- HELPING TEAM AND MANAGEMENT TO ACHIEVE WEEKLY AND MONTHLY TARGETS
- PARTICIPATING IN PROMOTING NEW STYLES

● **TRAVEL OFFICER**

SC MONTEO TRAVEL SRL | Jan 2019 - Dec 2019

- PREPARE, PRESENT AND SELLING HOLIDAY PACKAGING
- WORKING WITH PROMOTIONS DEADLINE
- ANSWERING TO CUSTOMERS CALLS AND PROVIDE INFORMATIONS
- HANDLING PAYMENTS
- PARTICIPATE TO TOURISM EVENTS
- TRAVEL IN OTHER COUTRIES FOR BUSINESS REASONS

● **Retail Assistant**

SC SCADO CAPRICIA SRL | Mar 2017 - Dec 2018

- HANDLING PAYMENTS
- ORDERING STOCK
- PROMOTING NEW STYLES
- FULL SELLING PROCESS

● **Floor Supervisor**

RESTAURANT OSTERIA ROMA | May 2015 - Jan 2017

- SUPERVISING WAITRESS TEAM
- WELCOME CLIENTS
- ANSWERING RESERVATIONS AND TAKE AWAY CALLS
- HANDLING PAYMENTS
- ACHIEVING TARGETS
- OPEN HOURS TALKING WITH TEAM
- EVERY DAY READING TARGETS AND IMPLEMENTS NEW IDEAS



● **Foreign Exchange Sales Advisor**

eurochange | Sep 2022 - Mar 2024

- Promote exchamde products
- Process transactions
- Branch ownership
- Anti Money Laundering regulations and rules
- Upsale
- Issuing travel cards
- International bank transfers

Education & Training

2020 - 2024

● **Anglia Ruskin University**

Diploma of Higher Education in BUSINESS AND TOURISM MANAGEMENT,

2009 - 2012

● **COLLEGE**

A-Level or equivalent in ECONOMICS AND PUBLIC ADMINISTRATION,