



Elisabethy Fernandes

Dream Chaser

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Languages

Portuguese (Native)

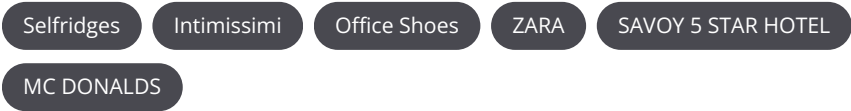
Spanish (Work Proficiency)

English (Fluent)

About

Experienced retail professional with roles at Intimissimi, Office Shoes, and ZARA. Skilled in customer service, sales, till management, and visual merchandising. Adaptable and dedicated to providing exceptional shopping experiences. Seeking a temporary sales associate position to further enhance my skills.

BRANDS WORKED WITH



Experience



Sales Assistant

Intimissimi | Oct 2023 - Now

- Meeting and greeting all customers in a friendly manner.
- Delivering a positive, friendly experience by engaging the customers through conversation and advice.
- Assisting our customers and maintaining a high level of customer service.
- Providing excellent product knowledge to our customers and building instant rapport.
- Providing personal shopping experience to all our customers, measuring, styling and proposing additional suitable products.
- Providing exceptional service at the till points.
- Working closely with your team and showing initiative in order to reach store targets.
- Maintaining excellent visual standards, replenishment and housekeeping needs.



Cashier/ Shop Assistant

Office Shoes | Feb 2022 - Sep 2023

- Responsible to collect payments by accepting cash, check, or card.
- Verify credit acceptance by reviewing document; and operating credit card authorisation systems.
- Balances cash drawer by counting cash at beginning and end of work shift.
- As shop assistant as well, be welcoming to anyone who comes into the shop, have excellent product knowledge of products and share this with customers.
- Offer advice and recommendations to help people choose the best product according to their own budget or occasion.
- Have a kind and accommodating approach to service, assist the Shop Manager in stock rotation, cleaning and visual merchandising.



Cashier

ZARA | Nov 2021 - Jan 2022

- Part-time Contract
- Till management
- Excellent customer service and communication
- Support with any additional administrative tasks when required.

Room Attendant

SAVOY 5 STAR HOTEL | Oct 2020 - Oct 2021

- Clean, tidy rooms, make beds and change bed linen, clean bathrooms, change towels, replenish bathroom supplies.
- Perform general cleaning of common areas, such as stairs, etc delivering best possible results.

Quick Service Restaurant Team Leader

MC DONALDS | Aug 2018 - Sep 2020

- Organise the team on each shift and allocate duties as necessary, ensure availability of product and staff to required levels, ensuring the customers experience is maintained at all times to the highest standard, ensuring the food and health and safety standards are always followed.
- Assist the Manager in the day-to-day running of the shop and act as deputy in their absence

Education & Training

- 2020 - 2024 ● **Anglia Ruskin University**
International Business Management,