



# Keda Ratti

Brand ambassador

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## Languages

- French (Fluent)
- English (Native)
- Italian (Basic)

## About

A well-presented, polite, tactful, and friendly undergraduate, experienced working in the hospitality and marketing environment, with high quality customer service and ability to work under pressure. Instils characteristics required to make every customer feel special, with extensive communication skills as well as being well organised. Currently, I am looking for a suitable role within an organisation which promotes value, respect and inclusion.

### BRANDS WORKED WITH

- Antzara Organisation
- Nando's
- H&M

## Experience

### ● Brand Ambassador

Antzara Organisation | Sep 2023 - Mar 2024

- Accurately record and feedback on daily sales targets following the KPI requirements.
- Liaise with mentor and colleagues via all available communication platforms.
- Daily face to face pitching products to customers.
- Establish and maintain excellent professional relationships with colleagues.
- Build positive customer relationships, using interpersonal skills and natural charisma to engage in conversation.
- Increase networking through numerous conferences and events.



### ● Food and Beverage Coordinator

Nando's | Dec 2021 - Apr 2023

- Process and complete online orders.
- Ensure customers' orders are prepared to a high standard and in a timely manner and respond to their queries.
- Adhere to the company policies and business Code of Ethics.
- Report any defected equipment to the line manager adhering to company procedures.
- Translate changes to food safety regulations into policies and procedures to facilitate compliance across teams.
- Liaise with grillers on duty to provide seamless food service and provided feedback accordingly.



### ● Sales associate

H&M | Mar 2023 - Aug 2023

- Greet, welcome and direct customers accordingly.
- Deliver a positive and friendly experience for customers through conversations.
- Uphold the company's standards.
- Work within a team whilst taking initiative when necessary.
- Operate tills and apply refunds when needed.
- Deal with product and stock.
- Keep products presented tidy and well organised.
- Relay the voice of customers about products to management to keep business relevant for the future.

## Education & Training

### 2022 - 2023 ● Ravensbourne University

Television Production,

### 2020 - 2022 ● Langley Park School for Girls

GCSEs,

2015 - 2020 ● Sydenham High School GDST

GCSE, Science, Maths, English, France, Italian, History, RS