



Jemelia Furtado

Retail worker

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Languages

English (Native)

About

With a passion for fashion and proven success at Harrods, I excel in customer service and sales within dynamic retail environments. Fluent in English, I adeptly serve a diverse clientele, seamlessly integrating product knowledge with exceptional interpersonal skills to foster meaningful customer relationships.

BRANDS WORKED WITH

- Selfridges
- Ministry of Sound | 103 Gaunt St | London
- Harrods | 87-135 Brompton Rd | London
- Hamleys | 87-135 Brompton Rd
- Islington Council | 222 Upper St
- Angel Shed | Anna Scher | Batiste TV AD

Experience

● VIP Bartender

Ministry of Sound | 103 Gaunt St | London | Jan 2022 - Now

Throughout my Job at ministry of sound, i have Learned a variety of transferable skills working in a mega club. Firstly with the team I have built strong connections, brought a positive and infectious energy and have compromised and problem solved effectively. Being promoted to VIP was a new avenue compared to working outside or in the main bar and I was more than happy to take on the challenge. I learnt over 20 cocktails by consistently learning the specs and learning on the job. This was essential in recommending customers the perfect beverages according to their palate. I serve between 500-1500 customers throughout the week ensuring exceptional customer service, working well with my colleagues as well as keeping up with daily sales targets for the company. Working mainly in VIP, but also in different parts of the he club means that I need to effectively navigate different volumes of crowds and remain cheerful working effectively under pressure on busier evenings. Additionally I maintained cleanliness throughout the shift, making sure my station was disinfected and organised to allow maximum efficiency during my shift. After the shift my colleagues and I sanitisethe bar, refill stock and spirits as well as storing and dating fresh products in the fridge, so that we were prepared for the following shift.

● Sales associate

Harrods | 87-135 Brompton Rd | London | Jan 2019 - Jan 2022

At Harrods my role took place in the Womenswear department providing exceptional customer service and detailed product knowledge of clothing items. I made it my main priority to ensure customers felt as though they could express their creativity and passions for our clothes by utilising the fashion designer rooms which is where i personally assisted clients. I always aimed to build quality customer relationships by building a rapport and sharing my love for fashion in order to obtain return customers. In my department it was Essential that we consistently achieved business goals and bettered our reputable sales within the team.

● Toy Demonstrator

Hamleys | 87-135 Brompton Rd | Jan 2019 - Jan 2020

During my time at Hamleys toy store, I had to show consistent charisma and confidently demonstrate arange of toys to children/parents, in order to make a profit for my team. My Career in performing arts allowed me to do this effectively. A crucial part of securing sales was to accommodate the customer's needs in order to make them as satisfied with the product as possible. I also had to create a safe and loving environment for children with special needs, exercising skills in patience, attention to detail and de-escalation. These qualities were widely recognised by management resulting in me getting promoted to Harrods.

Employment History

- **Islington youth councillor**

Islington Council | 222 Upper St | Jan 2017 - Jan 2019

I was formally a member of the Islington youth council and my role entailed , overlooking the concerns of the borough with my fellow other councillors and meeting up and liaising with politicians and directors of various movements to discuss ways in which we can help the public and improve the overall lives of teenagers and young adults. I used my own experiences as primary information as well as seeking out secondary information. This was something I had to sign up for and promote in my school and was selected based on a voting system out of 100s of teenagers across the borough'. I learnt so many transferable skills from this and gained knowledge in networking, people skills, communication and overall just improving my outlook on the world and understanding change is possible with the right network, action and communication.

- **Theatre Organization/TV Ad/Drama Teacher**

Angel Shed | Anna Scher | Batiste TV AD | Jan 2011 - Now

Since 2011-2017 I participated in two major theatre organisations. I was a longstanding member of Angel shed and Anna Scher Theatre. In Angel Shed I performed, sung and danced in front of large crowds of 100s of audience members. Anna scher helped craft and constantly improve my acting skills and abilities , which is essential for future work. We did a range of, voice training, improvisation and scripted work, whether that be as a monologue or group scenes and scenarios. As well as that I studied theatre in college. Between 2018-2020 and have always had a huge passion for the creative expression and positive energy theatre brings me. Because of this I have a gained an immense amount of confidence within myself ,built creative skills, and have learnt how to see life from different perspectives. I was a drama teacher for young children at the start of 2020. My responsibilities was to train 5-8 year olds about fun ways to express their acting and to showcase their skills at the end of the 4 week period. It was highly rewarding to see the growth from these children in such a short time span and being able to install positivity into their lives. Furthermore in this role I gained knowledge in leadership and working with people of different generations to my own. This year I participated in a TVC advertisement with batiste hair which was a new experience for me. I learnt how it was to be on set and how to navigate being In front of several cameras and a Production team. Networking with the cast, as well as building an amazing rapport with everyone around me , was such a rewarding experience. To witness how everything behind the scenes is done to create something amazing was truly inspiring and intriguing.

Education & Training

2020 - 2024 ● **Coventry University**

Psychology Degree,

2018 - 2020 ● **City of Westminster College**

UAL Extended Diploma in Performing arts,