



Lila Redman

Looking to kick start my career in the creative industry.

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Languages

English (Native)

About

With a progression from Sales Assistant to Online Sales Executive, I've honed my skills in sales, product knowledge, and customer experiences. My ability to adapt and collaborate across diverse retail settings, coupled with expertise in online management and boutique operations, makes me an ideal candidate for dynamic retail environments.

BRANDS WORKED WITH

- AuPairWorld
- CLO Studios
- goddessnoosa
- LIGHT YEARS ASIAN DINER IS CURRENTLY
- Peregian Beach Hotel

Experience



● Au pair

AuPairWorld | Aug 2022 - Dec 2023

Caring for two children each week has instilled a strong sense of responsibility in myself. Drop offs and collections from school, cooking dinner, assisting in homework and then putting them to bed has developed my ability to prioritize responsibilities while adopting a great deal of personal flexibility



● Online Sales Manager

CLO Studios | Dec 2020 - Jun 2022

After working in the retail store for 6 months I was promoted to Online Manager. The key roles of the online manager position included overseeing goods dispatch and warehouse preparedness, liaising with PR clientele and logistical management of the stock to our warehouse and retail store.

This role taught me the importance of working as a team as I liaised with several departments of the business on a day to day basis. Customer service and customer satisfaction monitoring for the team, including benchmarking customer satisfaction for future improved performance.



● Boutique Sales Assistant

CLO Studios | Apr 2020 - Dec 2020

Whilst working in the boutique I was exposed to a range of departments, from arranging international logistics, assisting customers with the design of their homes, selling fine artwork, showroom merchandising and the importance of replenishment.



● Waitress

Peregian Beach Hotel | Nov 2019 - Apr 2020

As a waitress in the restaurant of the Peregian Beach Hotel I was required to attend to all guests needs. Ensuring they had a pleasant and enjoyable meal that arrived in a timely manner. This role taught me the importance of customer service, time management and teamwork.



● Waitress

LIGHT YEARS ASIAN DINER IS CURRENTLY | Nov 2018 - Aug 2019

My main role was running the kitchen pass to ensure food arrived to guests in a timely but flowing manner. Although I also worked as a waitress assisting customers with food and beverage options.

● Retail Salesperson

goddessnoosa | Dec 2017 - Mar 2019

This role included working between their four stores which taught me great time management, a wide range of product knowledge and how

to merchandise window displays. I gained knowledge in the fashion department and the POS point of sale system this business utilised.

Education & Training

- 2019 - 2019 ● **St Andrew's Anglican College**
Cert III in Tourism and Hospitality,
- 2017 - 2019 ● **Prestige service training**
Diploma, Business
- 2012 - 2019 ● **St Andrews Anglican College**
Queensland Certificate of Secondary Education,