



# Shannen Rodrigues

Luxury Sales Associate at Harrods (Kurt Geiger) who has experience working at Fenwick's (Cook and Dine and Beauty and Fragrance Departments) and Urban Outfitters

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## Languages

English (Fluent)

## About

With extensive experience in luxury retail at Harrods, Selfridges, Fenwick and Urban Outfitters, I excel in delivering exceptional customer service, exceeding KPIs, and handling high-end brands. Fluent in English and Konkani, I thrive in a fast-paced environment and am dedicated to enhancing the customer shopping experience.

### BRANDS WORKED WITH

- Selfridges
- Dolce & Gabbana
- Fenwick
- Urban Outfitters
- Kurt Geiger

## Experience



### Beauty Sales Advisor

Fenwick | Oct 2023 - May 2024

- I worked in the beauty and fragrance department, our focus also included skincare and hair care.
- I have experience selling brands such as The Ordinary, and Caudalie and fragrances such as Creed, YSL, Gucci to Giorgio Armani.
- As a Fenwick Sales Advisor I personally sold concession brands such as Clarins, Tom Ford, and Dior.
- I demonstrated a high level of luxury customer service skills by going above and beyond for each client, to ensure their retail experience was well informed and professional. This included memorising detailed product knowledge and having active listening and verbal communication skills. This enabled me to meet and exceed my KPI performance target. During staff training we were able to pitch any recommendations to improve the department, to be more involved in the business and value each other's assets.



### Sales Advisor

Fenwick | Jul 2023 - Oct 2023

- Demonstrated a passion for selling luxury brands such as Samsonite, Briggs and Riley, George Jensen, Le Creuset and SMEG. Likewise gained experience selling in menswear with brands such as Ralph Lauren and Hugo Boss.
- Memorised articulate details about electronics, luggage and dine to ensure customers were well informed about the products they intended to purchase. This ensured customer service to be always of the highest standards.
- Maintained the stores visual standards by ensuring a sufficient stock was displayed on the shopfloor in order to aid meeting the sales target.
- Comfortably handled cash, card and gift card payments on the till as well as returns, refunds and online orders.



### Sales Associate

Urban Outfitters | Jun 2022 - Jan 2023

- Displayed merchandise and replenishing inventory strategically to meet the day's sales target.
- Experience handling cash, gift card and credit card payments.
- To demonstrate that I understand the value of e-commerce and customer loyalty, I informed customers about the Urban Outfitters app and its benefits.
- In the fitting room I had assisted customers with sizing decisions and provided positive feedback on the clothing in the fitting room to ensure their purchases met their needs. In addition, I organised clothing and accessories from the changing room to make it easier for my team to replenish the shopfloor.



### Luxury sales associate

Kurt Geiger | Jun 2024 - Aug 2024

- Working at a concession in Harrods Knightsbridge I aim to deliver personalized shopping experiences to high-net-worth and international clients, ensuring exceptional service and satisfaction when selling luxury

designer handbags and shoes such as Off-White, Golden Goose, and Maison Margiela.

- Achieve and exceed monthly sales targets through effective client relationship management and upselling techniques.
- Maintain an in-depth knowledge of luxury products, including current trends and brand history, to provide informed recommendations to clients.
- Participate in training sessions and team meetings to stay updated on new product launches and company policies.

## Education & Training

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2022 - 2026 ● **Royal Holloway University**  
LLB, Law