



# Elena Carini

Customer Assistant

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## Languages

- Italian (Fluent)
- English (Fluent)
- German (Basic)
- Spanish (Work Proficiency)

## About

Experienced retail sales assistant with a focus on luxury brands at Selfridges and JD. Skilled in personalised customer service, visual merchandising, and driving sales. Fluent in Italian and English, adaptable to dynamic retail environments.

### BRANDS WORKED WITH

- Aqua Kyoto
- 12.1 Restaurant
- Selfridges
- Villa del Golfo
- The Hart Lounge
- TK Maxx
- Lavas Takeaway
- JD
- Out of Essex
- Turners Hill Cafe

## Experience



### ● Waitress

Aqua Kyoto | Nov 2022 - Jun 2023

- Specialised in Japanese cuisine, effectively managing orders and maximising sales.
- Orchestrated high-end events, ensuring exceptional service and a premium customer experience.
- Demonstrated strong attention to detail in setting up dining areas to meet the expectations of an upscale clientele.

### ● Chef de Rang

12.1 Restaurant | May 2022 - Aug 2022

- Managed service for 150-400+ clients daily in a high-paced beachside restaurant.
- Led a team, ensuring prompt service, coordinating with kitchen staff, and maximising sales through tailored recommendations.
- Played a key role in delivering high-standard service during private events, with meticulous attention to detail.



### ● Sales Assistant

Selfridges | Oct 2021 - Jan 2022

- Represented luxury brands such as Diptyque, Fornasetti, and Acqua di Parma.
- Provided personalised customer service, using deep product knowledge to drive sales.
- Maintained high visual merchandising standards, enhancing the in-store experience.

### ● Waitress

Villa del Golfo | Jul 2021 - Sep 2021

- diverse clientele.
- Completed a 3-day course in sommelier skills and dining etiquette, enhancing wine service and table-setting ability.

### ● Waitress

The Hart Lounge | Feb 2020 - Aug 2020



### ● Customer Assistant

TK Maxx | Nov 2019 - Jun 2021

- Assisted customers with product selection, managed stock, and processed transactions.
- Developed strong time management skills, particularly during peak seasons, ensuring efficient department closure.

Additional Experience:

- **Cashier**

Lavas Takeaway | Dec 2018 - Jun 2019

- **Sales Assistant**

JD | Jun 2018 - Sep 2018

- **Make-up Artist/Beautician**

Out of Essex | Oct 2017 - Nov 2017

- **Waitress**

Turners Hill Cafe | Dec 2016 - Feb 2017

## **Education & Training**

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2021 - 2024

- **Middlesex University**

B.A. International Tourism Management with Spanish,

2017 - 2019

- **Hertford Regional College**

Level 3 Extended Diploma in Travel and Tourism,

2012 - 2017

- **Cheshunt secondary school**

GCSEs,