



Plamena Marino- va

Law Student at UCL.

[View profile on Dweet](#)

Links

[Instagram](#)

Languages

English

Spanish

Bulgarian

About

With a track record in enhancing operational efficiency and employee training at Suffolk Mushrooms Unlimited, I've honed my skills in meticulous compliance and safety improvements. Currently refining my client service expertise at Harrods, I excel in various retail tasks from styling to inventory control, passionate about delivering exceptional customer experiences in high street fashion environments.

BRANDS WORKED WITH

Harrods

SUFFOLK MUSHROOMS UNLIMITED

Experience

● Quality Improvement Assistant/Consultant

SUFFOLK MUSHROOMS UNLIMITED | Jun 2023 - Sep 2023

- Collaborated closely with senior management to develop and advise on 7 new comprehensive employee training programs, lowering quarterly training costs by 23% . Helped enhance team competencies, aligning with industry best practices.
- Cooperated with technical management team to develop documentation and ensure compliance with 3 regulatory audits. Navigated all audits with no non-conformances, demonstrating meticulous attention to detail in meeting industry standards.
- Crafted essential documentation and policies adhering to industry standards, addressing critical aspects of regulatory compliance and operational best practices. Created and updated 26 policies to adhere to current laws.
- Partnered with H&S Contractors to identify and implement critical health and safety improvements based on internal audits; Involved in designing and delivering training programs to 96 employees to bolster employee safety awareness.
- Negotiated a higher H&S budget (8% increase) to ensure employee safety.
- Advised senior management on specialized training programs to optimise staff safeguarding. The 3 main initiatives, contributed to a proactive and strategic approach to employee well-being, boosting employee voice and well-being by 32% .



● Penthouse private suite bar service

Harrods | Feb 2024 - Now

Education & Training

2022 - 2025

● University College London

LLB, Law

2020 - 2022

● SIR ISAAC NEWTON SIXTH FROM COLLEGE

A-Levels,;