



# Giulietta von Cramm

Retail Sales Assistant

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## Languages

English

## About

With a strong foundation in retail from my time at Brandy Melville, I've honed skills in customer service, sales transactions, and maintaining store aesthetics. My volunteering enhances my teamwork and empathy, making me adaptable to diverse retail settings.

## Experience



### ● Cafe Volunteer Assistant

The Bread Maker | Mar 2023 - Now

Volunteering part-time within a team to help run a coffee shop, this involves not only aspects such as catering and making coffees and sandwiches, but also working with the apprentices at the cafe who have learning difficulties. I have also gone through Protection of Vulnerable People and Disclosure checks to obtain this role.



### ● Retail Sales Associate

Brandy Melville | Jan 2023 - Apr 2024

Within my university breaks I worked full-time as a sales associate at retail store Brandy Melville. My roles included greeting customers, aiding with any queries they have, offering proactive customer service and managing sales transactions. This helped me to develop customer empathy skills. Furthermore, I also helped in overseeing stock replenishment and upholding the aesthetics of the store with high attention to detail, as well as working as a team member to help meet sales targets.



### ● Children's Party Assistant

Bounceagogo Events | Nov 2019 - May 2021

Helped to set and host children's parties, included welcoming all guests, keeping to a strict time-rota, watching children's safety, tidying up and ensuring customer satisfaction. This helped my time-management skills and communication skills in a team and with customers to ensure everyone was satisfied.

### ● Youth Club Volunteer

| Mar 2017 - Nov 2019

I helped volunteer at a youth club for children in foster care at my local community and attended meetings to help plan agendas and community projects and events. This also gave me the opportunity to complete a Mental Health Champions training course, which has helped increase my listening and understanding skills.

### ● Army

Cadets | Oct 2016 - Mar 2020

Rose to the rank of Corporal meaning I had to help lead other people and use improvising skills. Within Army Cadets I received First Aid training and learnt to follow instructions, communicate with, and lead a group. Also gave me the opportunity to help organise community events for charity.

### ● national | Jul 2023

For a month I also took part in the National Citizen Service programme, which included volunteering for a few days in which we organised and budgeted for a plan to help improve the community area which we followed through ourselves. During this month we also went on a trip to complete various teamwork-building exercises and furthermore took part in a public speaking workshop.

## Education & Training

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2021

- The University of Aberdeen  
Degree,