



Giorgia Conzi

Driven and passionate Luxury Sales Associate with a background in Assistant Store Manager and Sales Assistant.

London, UK

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Links

[LinkedIn](#)

Languages

English (Work Proficiency)

Italian (Native)

About

Next experience begins in January 2024 in London!

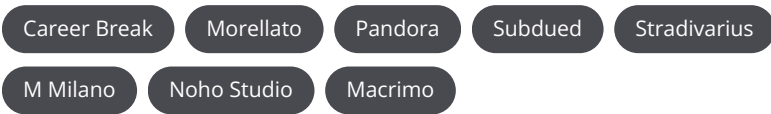
Driven and passionate Luxury Sales Associate with a background in Vice Store Manager and Sales Assistant.

Excellent communication, organisational and interpersonal skills. Cares about each customer's needs.

SKILLS

- Great attitude to teamwork, I'm polite and friendly and I have always positive attitude
- Quick learner, I like to improve my skills and learn how to improve my job
- I'm a perfectionist and I believe that remain highly motivated is the best way to do a great job

BRANDS WORKED WITH



Experience



- **Full-time parenting**
Career Break | Aug 2022 -



- **Senior Luxury Sales Assistant**
Morellato | Nov 2021 - May 2022
 - Sales assistance, private sale of jewels and diamonds, cash transactions, stock management, sales analysis
 - Accepted and processed cash, cheque, card and mobile payments using POS systems.
 - Collaborated with sales managers to meet target quotas and increase them of more than 10% in 3 months.
 - Assisted customers with product selection and sales, recommending items to increase transaction value.



- **Senior Luxury Sales Assistant**
Pandora | May 2020 - Oct 2021
 - Sales assistance, private sale of silver and gold jewels, cash transactions, stock management, sales analysis.
 - Accepted and processed cash, cheque, card and mobile payments using POS systems.
 - 1st Online seller (Endless Isle).
 - Collaborated with sales managers to meet target quotas.
 - Assisted customers with product selection and sales, recommending items to increase transaction value.
 - Consistently delivered revenue and performance KPI targets through outstanding retail service and sales abilities.
 - Fitting windows and replacing stocks, take care of setting-up and fitting the new collections, receipt and checks of goods, discrepancies, transfers.
 - Lookout "Link" training program.
 - Single Product Specialist from October 2020 (offered customers extensive knowledge of stone, metal and gem types to make product decisions).



- **Store Manager**
Subdued | Apr 2018 - Dec 2018
 - Sales analysis, scheduling working hourly and daily planning, managing of sales and employees (7 people).
 - Assisted in recruiting, hiring and onboarding store staff.

- Analysed daily and weekly sales results and maintained ongoing, productive dialogue with area manager and peers on sales performance.
- Challenged and inspired team members to achieve business results.
- Customer's hospitality in shop, sales assistance and direct relationship with them up to the register.
- Cash and online transaction, store's opening and closing operations (key holder).
- Oversaw daily store cleaning and general store maintenance to keep high company standards.
- Monitor/increase/decrease stocks and unsold merchandise, wares' orders.
- Global and individual KPI analysis. Among the used programs: GoogleDrive, Maximag, Valido, Showroom.



● Assistant Store Manager

Stradivarius | Sep 2017 - Apr 2018

- Warehouse responsibilities, replace sold merchandise (25), truck (receipt and checks of goods, discrepancies, transfers), scheduling new article in store, ware's order.
- Scheduling daily working hourly and daily planning, managing of sales and employees.
- Customer's hospitality in shop, sales assistance and direct relationship with them up to the register
- Optimised store performance and sales, through continuous evaluation with SM of existing processes and identifying improvement opportunities.
- Created seasonal sales plans with varying stock and promotional strategies.
- TGT application, mail server.
- Second key holder, completed opening and closing procedures each day.



● Sales Assistant

Stradivarius | Nov 2014 - Sep 2017

- Direct relationship with the customer and sales assistance (ventaplan).
 - Sales analysis, warehouse responsibilities, replace sold merchandise (25), truck (receipt and checks of goods, discrepancies, transfers), scheduling new article in store, ware's order, scheduling daily working hourly and daily planning, managing of sales and employees.
 - Customer's hospitality in shop, sales assistance and direct relationship with them up to the register.
 - Cash and online transaction (accepted card, cash and cheque payments in POS register system).
 - Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.
 - Received and processed product returns.
 - Store's opening and closing operations.
 - Accessories representative from January 2015
 - Register/cashier representative from march 2017.
- During summer 2016 I've been transfer in Sanremo as seasoning support and development.
- Middle risk re responsible. • First aid responsible.

● Sales Assistant

M Milano | Dec 2013 - Mar 2014

- Sales Assistant during Christmas holiday and sales (took interest in customers' needs and concerns to provide thoughtful advice and product recommendations).
- Received and processed product returns.
 - Direct relationship with the customer and sales assistance.
 - Sales analysis, warehouse responsibilities, replace sold merchandise.
 - Customer's hospitality in shop, salesassistance and direct relationship with them up to the register.
 - Resolved customer complaints and process issues with proactive problem-solving skills.
 - Cash and online transaction, store's opening and closing operations (accepted card, cash and cheque payments in POS register system).

- **CAD Designer**

Noho Studio | Feb 2013 - Apr 2013

2D CAD designer in stage for NoHo Studio

- Realization of models with 3D modulation software (Sketch-up high level) and 2D draw (Autocad 2D medium level)

- **Sales Assistant**

Macrimo | Dec 2010 - Oct 2012

Sales Assistant during Christmas holiday and sales (took interest in customers' needs and concerns to provide thoughtful advice and product recommendations).

- Received and processed product returns.
- Direct relationship with the customer and sales assistance.
- Sales analysis, warehouse responsibilities, replace sold merchandise.
- Customer's hospitality in shop, sales assistance and direct relationship with them up to the register.
- Resolved customer complaints and process issues with proactive problem-solving skills.
- Cash and online transaction, store's opening and closing operations (accepted card, cash and cheque payments in POS register system).

Education & Training

2009 - 2014 ● **Università degli Studi di Genova**

Corso di laurea magistrale in architettura,

2004 - 2009 ● **ISA**

Diploma of higher education,