



# Alejandra Ne-gron Ruiz

Customer-focused, creative, passionate about fashion.

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## Languages

Spanish

English

## About

Experienced Sales Assistant at Chanel, Harrods with strong skills in customer service, sales targets, and visual merchandising. Adaptable and passionate about fashion and trends, eager to contribute to a dynamic retail team.

### BRANDS WORKED WITH

The Wellington Hotel By Blue Orchid Hotels

The Vegan Brasserie

The Wellington By Blue Orchid Hotels

Chanel, Harrods

## Experience

### ● Receptionist

The Wellington Hotel By Blue Orchid Hotels | Feb 2023 - Aug 2024

### ● Waitress

The Vegan Brasserie | May 2022 - Feb 2023

- Assisted in inventory control measures for effective stock management.
- Enhanced bar efficiency by keeping work areas tidy and well-stocked.
- Trained new staff members on café operations, fostering teamwork and consistency.
- Managed high volume orders during peak hours maintaining quality of service.
- Helped bar staff prepare garnishes and mix cocktails during busy bar periods.
- Exhibited knowledge of various coffee blends for enhanced customer experience.
- Ensured customer satisfaction by providing top-quality coffee and beverages.

### ● Waitress

The Wellington By Blue Orchid Hotels | Sep 2021 - May 2023

- Managed around 40 table settings for enhanced dining experience. Assisted with inventory management, streamlined restaurant operations.
- Received complaints and offered remedial action to help improve customer experiences.
- Collaborated with kitchen staff to ensure order accuracy.
- Worked making coffee and cocktails at the bar.
- Room service.
- Polished glasses and cutlery to pristine standards.
- Cleaning and keeping tidy the Front Bar area.
- Greeted and escorted guests to tables.
- Checked in with customers during meals to check orders were received correctly and met guests' expectations.

### ● Sales Assistant

Chanel, Harrods | Dec 2020 - Sep 2021

- Enhanced customer loyalty by providing exceptional service, attentive listening and resolving queries efficiently. Provided comprehensive product knowledge to customers resulting in increased sales.
- Supervised each Chanel stores in Harrods.
- Collaborated effectively with team members to meet sales targets.
- Spot cleaned and sanitised high-touch areas. Informed customers regarding promos and warranty services to increase sales.
- Kept communal areas tidy and well-organised for optimal functionality.
- Handled high-pressure situations calmly, keeping store operation seamless during peak hours.



## ● Staff Member

KFC | Jan 2020 - May 2020

- Cleaning the Front of House area and toilets.
- Maintained inventory, reducing stock shortages.
- Delivered products on time by adhering to schedules closely.
- Collaborated well with team members for successful projects.
- Participated in team meetings for strategic planning.
- Handled complaints with professionalism to retain costumers.

## Education & Training

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- 2022 - 2023 ● **Westminster Kingsway College**  
Diploma of Higher Education, Digital Media,,
- 2021 - 2022 ● **Westminster Kingsway College**  
GCSEs, English and Maths,
- 2016 - 2016 ● **San Vicente de Paul High School**  
Secondary Education,
- 2023 ● **University of the Arts London**  
Bachelor of Arts,