



# Olivia Sheridan

Student at Durham University | Seeking work opportunities in retail

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## Languages

English (Native)

Spanish (Work Proficiency)

## About

With a focus on high-end retail, I excel in delivering exceptional customer service and managing operations. As Store Manager and Customer Care Assistant at Aspiga, I've mastered multitasking and ensuring customer satisfaction. Fluent in English and Spanish, my experience spans from styling to stock control in boutique environments.

### BRANDS WORKED WITH

Aspiga

## Experience



### ● Customer Relations Assistant

Aspiga | Sep 2023 - Jan 2024

47 Spaces business Centre, 15-17 Ingate Place, London, SW8 3NS Sep-  
tember 2023 -January 2024

- Busy, working efficiently and providing excellent service
- Handling both phone calls and email enquiries regarding refunds and order status.
- Answering 20 calls per hour
- Customer liaison



### ● Store Manager

Aspiga | Jul 2023 - Sep 2023

- Independently running a store by myself
- Maintaining impeccable customer service at all times
- Using an EPOS till system
- Stock taking and ordering
- Maintaining health and safety regulations
- Exceeding customer satisfaction

### ● Pharmacy Assistant

Olin's Pharmacy | Apr 2022 - Feb 2023

- Advising customers about medical treatments and healthcare needs
- Dealing with telephone enquiries
- Arranging prescriptions and over the counter medicines
- Key administrative tasks such as cashing up and filing
- Counting and replenishing stock
- Using an EPOS till system

### ● Solicitor work experience

Beverly Morris & Co | Mar 2022 - Mar 2022

- Shadowed a family law solicitor
- Completed a wide range of tasks including emailing clients arranging a property valuation for probate

### ● Volunteer

Samaritan's purse, Sevenoaks | Dec 2021 - Dec 2021

- Coordination of Christmas box packing for children in third world countries

## Education & Training

2023 - 2026

### ● Durham University

Bachelor of Arts , English Literature and History

2019 - 2023

● Bromley High School GDST

A\*AA grades at A Level , GCSES to A-Level