



Ludmila Savin

Malt Beverage Director at Horizon Beverage

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Languages

English

About

A seasoned retail professional with eight years of customer service experience, I've excelled in roles from Team Specialist to Customer Service Lead. My robust sales skills and adaptability shine through in diverse retail environments, always prioritising strong customer relationships.

BRANDS WORKED WITH

- Belgique Limited
- Epping Forest HOTEL
- Rusmiliud Ltd
- Topshop Ltd

Experience

- Team leader**
 Topshop Ltd | Mar 2020 - Now
 Organized a viewing with customers and understood customer needs . Take customer details and offer all the company services. Plan ,design and give the customer advice. Sell the company services, products and represent the brand with higher quality. Continue and develop collaborations with customers and improve the relationship.
- Food and beverage team leader**
 Epping Forest HOTEL | Jan 2019 - Jan 2020
 - Served customers on tills and prioritized customer needs
 - Took orders from customers and organized the internal support for them.
 - I filled the fridge, checked the stock and the expiration date.
 - I sended orders to the kitchen , helped with the menu and responded to customer requests.
- team member**
 Belgique Limited | Jan 2018 - Jan 2019
 - Opened the coffee shop and prioritized the orders.
 - Organized the daily task inside
 - Served customer on a till
 - Received a delivery
 - I organized the stock and checked the product date and inventory.
 - I was responsible for checking fridges and machines, probes, degrees and temperatures.
- retail manager**
 Rusmiliud Ltd | Jan 2014 - Jan 2018
 - Received the invoices and product in a bulks
 - I analyzed the orders, size, number and demand of products
 - I signed contracts and negotiated with customers
 - I organized products and materials for the the exhibitions.

Education & Training

- 2021 - 2022 ● **Stanfordshire University**
BA (Hon) Top Up level in Business and Management,
- 2020 - 2021 ● **CECOS**
HND (level 5) Higher National Diploma in Business and Management.,
- 2019 - 2020 ● **CECOS College**
HNC (level 4) Higher National Certificate in Business and Management.,

2004 - 2008 ● **Economic Relations**

of Economic Studies,,