



# Maddy O'Connor

Fashion experience/ internship

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## Languages

English (Fluent)

## About

With a passion for fashion and experience at Thom Sweeney's, I offer strong customer service skills from Petersham Nurseries and Pitcher & Piano. Adaptable and confident, I'm dedicated to delivering high-quality shopping experiences in dynamic retail environments.

### BRANDS WORKED WITH

- Diadem Homes Limited
- Petersham Nurseries
- Taylor Herring
- Pitcher & Piano, bar and restaurant.
- Thom Sweeney's on Old Burlington Street

## Experience

### ● Interior design

Diadem Homes Limited | Dec 2023 - Jun 2024



### ● Waitressing job

Petersham Nurseries | Apr 2023 - Sep 2023

• I have undertaken a waitressing job in the teahouse at Petersham Nurseries. This is a Michelin-starred café that is renowned for its incredible facilities and eloquence. Here, I contributed to their service to help enhance the customer experience. This has taught me skills in finding new innovative ways of improving customer service, as it is a multi-facilitated company where there are multiple responsibilities and sections for service.

### ● Waitressing job

Pitcher & Piano, bar and restaurant. | Aug 2022 - Sep 2022

• I have worked in customer service as a member of the waiting staff for Pitcher & Piano. This is located in the busy heart of Richmond upon Thames. This training has given me confidence based on positive customer feedback and skills in basic bar training, including the ability to work calmly under pressure.



### ● Marketing

Taylor Herring | Jul 2022 - Jul 2022

• I underwent work experience at Taylor Herring, a PR and social media marketing firm. My experience here involved participating in out-of-the-box, imaginative thinking with an agency that encouraged me to be creative. The focus I learned on brand positioning emphasised ensuring that consumer time and money are well spent.

### ● Internship

Thom Sweeney's on Old Burlington Street | Jun 2021 - Sep 2021

• I completed an internship over the summer at Thom Sweeney's, where I spent time in the bespoke department downstairs in their workshop learning about patterns and hand stitching. This provided me with self-confidence from collaborating with tailors and head designers, as well as spending time meeting high-profile clients on the shop floor. This experience has improved my communication skills and the ability to adapt sufficiently to my environment.

## Education & Training

2022 - 2025

### ● Newcastle University

Undergraduate English Literature and Language degree,

2020 - 2022 ● **Kew House School**

A-level's,

2017 - 2020 ● **Cranleigh School**

GCSE's,