



# Annabel Wosenu

Retail Team Member

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## Languages

English (Native)

Amharic (Fluent)

## About

I am a dedicated retail professional with experience at Millie's Cookies, excelling in customer service, till operations, and store standards. I adapt quickly to different environments and work collaboratively to ensure exceptional client experiences. Fluent in English and Amharic.

### BRANDS WORKED WITH

- Millie's Cookies
- Royal Trinity Hospice Charity Shop

## Experience



### ● Team Member

Millie's Cookies | May 2023 - Apr 2024

Responsibilities:

- Demonstrated knowledge of products to advise customers.
- Decorated cookies as per customers' requests and brand standards.
- Maintained high standards of cleanliness and appearance in all work areas.
- Provided excellent customer services. During my time at Millie's Cookies, I have accurately operated the till, processed cash, and card transactions, and ensured balanced cash drawers at the end of each shift. While providing client-centric service, I attentively listened to customer orders, decorated cookies per their requests, and addressed any concerns promptly and effectively. To provide the best service possible, I demonstrated comprehensive product knowledge to enhance the overall shopping experience. I worked collaboratively with team members to ensure smooth store operations, especially during busy periods such as Christmas, Valentine's Day, and Easter. Additionally, I maintained high standards of cleanliness and appearance in all work areas, contributing to a welcoming and hygienic environment. Lastly, I successfully handled opening and closing the store by myself, demonstrating reliability and trustworthiness to my manager.

### ● Volunteer Retail Assistant

Royal Trinity Hospice Charity Shop | Dec 2020 - May 2021

- Worked as a team with other volunteers and managers.
- Received donations, organized and prepared stock for sale.
- Kept shop floors clean and tidy.
- Provided excellent customer service and acted as an ambassador for the hospice.

### ● Volunteer

NCS | Aug 2020 - Aug 2020

- Worked as a team with other volunteers and team leaders.
- Brainstormed and developed unique and beneficial ideas.
- Led and took responsibility for projects.
- Tackled challenges and overcame fears.

### ● Intern

Munich Re Digital Partners | Jul 2019 - Jul 2019

- Worked as a team with other employees and team leaders.
- Brainstormed and created unique ideas.
- Presented ideas to the audience persuasively.
- Researched and collected information to develop projects.

## Education & Training

2022 - 2024

### ● Leeds Beckett University

Bachelor of Architecture,

- **La Retraite Roman Catholic Girls' School**

A-Levels: Art & Design, Mathematics, Physics,

- **Archbishop Tenison**

GCSE: English Language,