



Roberto Frusciante

Great customer service, team work and positive attitude, mixed with an extensive knowledge of fashion and beauty.

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Languages

English (Fluent)

Italian (Native)

About

Willing to relocate: Anywhere

BRANDS WORKED WITH

Christian Dior Parfums

DNA

Genting Casinos UK Ltd

Harvey Nichols

Lady Barbara Ayozie Fu Safira

London

Lush Cosmetics

Ouverture gospel family

Vision Express

Experience

● PA/Styling Assistant

Lady Barbara Ayozie Fu Safira | Feb 2022 - Now



● Beauty concierge

Harvey Nichols | May 2021 - Now

Receptionist and costumer advisor.



● Sales Assistant

Vision Express | Aug 2020 - May 2021

In my position at Vision Express I covered many tasks: helping costumers choosing frames and lenses, keeping in mind aesthetic, practicality and their prescription; pre screening them before their visit with the store optometrist; answering the phone for queries, bookings, collections, phone orders and payments; making sure the shop floor is always in pristine conditions, taking care of visuals, marketing and hygiene; dealing with deliveries and orders.

● Dior Ambassador

Christian Dior Parfums | May 2019 - Jul 2020

My role as a Dior Ambassador was to cover both the Dior Backstage and the main Dior counter, knowing every make up, skincare and fragrance product. The main focus was to deliver the most luxurious experience to the costumer, creating a relationship between me and them and ensuring loyalty to the brand in all three categories, all while keeping mind KPIs and targets. I would also cover many managerial tasks such as forwarding figures to the area manager, calculating targets (both personal and for the counters), checking e-mails, stock control and our social media pages.

● Sales Assistant

Lush Cosmetics | May 2018 - May 2019

At the centre of the role was to deliver the best experience for the costumer, using the products as a way to create the fun atmosphere the Lush stores are known for, incorporating the brand's values in the consultation and all while keeping in mind targets and KPIs. In my time there I was able to learn about many aspects of the business being a part of the stock team, then the visual team and also the training team. I was also able to participate to multiple campaigns, both as a make up artist and as a model.

- **Hospitality Staff**

Genting Casinos UK Ltd | Nov 2017 - Dec 2018

As a part of the Hospitality team I had to cover the Bar, the Restaurant and the Gaming area, taking orders, making cold and hot drinks, cocktails, checking stock and when the kitchen was closed I would have to cook for the costumers and management. All while delivering the best costumer service experience.

- **Singer**

Overture gospel family | Sep 2015 - Oct 2017

As a singer for the Overture Gospel Family I was part of the tenors and sopranos part of the choir, I would also sing lead all while dancing. Mainly working for private events, touring and we also competed in 2 regional choir contests.



- **Events Assistant**

DNA | Oct 2014 - Jan 2017

Working as an Events Assistant I covered many tasks: being part of the creative process, brainstorming with the team and creating a plan for the events; searching and booking artists, translating for foreign ones, deal with their transports, food and accommodations; preparing venues for the events or workshops. I would also help the Creative director with e-mails, phone calls and schedules.

- **Freelance Makeup Artist**

London |

Education & Training

2021 - 2023

- **Middlesex University**

Bachelor's degree in Photography,

- **Ruggiero II IISS**

High School Diploma (A-levels) in Design, Ceramic, History of Art,