



Oswaldo Moreno

Customer Services Leader
manager

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Languages

English

Spanish

Danish

About

With over 11 years of international retail management experience, I specialise in enhancing sales, store operations, and team leadership across high street to luxury sectors. Fluent in English, Spanish, and Danish, my adaptable skills ensure customer satisfaction and profitability in diverse retail settings.

BRANDS WORKED WITH

AVOLTA – WORLD DUTY FREE – HEATHROW AIRPORT

Leyland SDM

Experience

● Customer Service Leader Manager

AVOLTA – WORLD DUTY FREE – HEATHROW AIRPORT | Aug 2023 - Now



● Deputy Manager

Leyland SDM | Mar 2022 - Now

5 years. 5 month Deputy Manager Mar 2022 – Present. London. United Kingdom

- Support the manager in the integral direction of the physical store and e-commerce operations.
- Inventory management, optimal stock with a significant volume of SKUs.
- Commercial management, development, and maintenance of significant revenue.
- Acquisition, management and development of key customers from various sectors.
- Marketing strategies and activities (introduction, promotion, impulse)
- Ensuring quality, safety and occupational health controls.
- Coordination, support and training for in-store teams.
- Participation in recruitment, selection, training and induction of new hires.
- Preparation of schedules, daily, weekly and monthly work plans.
- Integration into special projects: new openings, continuous improvement, optimization, and implementation of new technological solutions.

● Sales Supervisor

| Jan 2018 - Mar 2022

- Responsible for the organization and integral management of assigned sections in store.
- Analysis of economic data, sales metrics, and definition of commercial actions.
- Integration and management of special projects in store, continuous improvement, and implementation of technological solutions.
- Optimal stock management, and implementation of obsolete stock reduction plans.
- Monitoring and assurance of compliance with established commercial objectives and operational excellence.
- Development of plans aimed at increasing sales and improving customer satisfaction.
- Leadership, motivation, and continuous training of the assigned team.

● Running Waiter

Kitchen W8 | Jun 2017 - Aug 2018

- Hospitality. Customer services. Bartender.

● Executive of Human Resources

Plumrose Latinoamericana. (Danish Company) | Jan 2016 - Apr 2017

- Reporting to the HR Management of the Manufacturing Division, in charge of the process management of the area, based on a staff of up to 1000 people, integrated in the different departments that make up the production plant of the organization.
- Recruitment and selection of candidates.

- Contracting and onboarding.
- Payroll preparation in SAP.
- Representation of the company in external institutions.
- Organization of corporate events
- Trade Union Relations, Support in Union Negotiations
- Administration of the collective agreement.
- Management of training plans.
- Selection, hiring and reception of scholarship holders.
- Advice to strategic partners and leaders of the division in HR matters.

- **Officer Human Resources**

| Sep 2012 - Apr 2016

Support to the Personnel Administration Management, Manufacturing HR Management and VP of Human Resources, in the development of processes in labour administration and human talent management. Management focused on a staff that makes up the national production plant (up to 1000 workers).

- **Customer Service Sales Assistant**

| Jan 2018

- Support in the organization and integral management of the physical store and e-commerce operations.
- Support in inventories for an on-site and online operation.
- Cash management, development and maintenance of billing per campaign.
- Implementation of marketing strategies and activities.
- Maintenance of optimal displays and an excellent integral image of the store.
- Compliance with controls on quality, safety, profitability and efficiency of operations and services.

Education & Training

2022

- **Universidad Nacional Experimental de los Llanos Centrales 'Rómulo Gallegos'**

Graduate , Certified Public Accountant.,

2017

- **Thames College**

English Course ESOL,

2015

- **College of Public Accountants of Venezuela**

Certified Public Accountant (CPA),