



# Anu Theresa

Marketing Administrator

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## Languages

English

## About

Thriving in fast-paced retail settings, I've honed exceptional customer service skills at Five Guys and a boutique, mastering inventory management, merchandising, and personalised styling. Fluent in English, my adaptability and dedication aim to elevate every shopping experience.

### BRANDS WORKED WITH

- Boutique
- Five Guys
- LK Group
- Quality Hotel
- Tata Consultancy Services

## Experience



### ● Crew Member

Five Guys | Oct 2023 - Jan 2024

- Provided exceptional customer service in a fast-paced environment, ensuring timely and accurate orders. Demonstrated strong teamwork and communication skills to ensure smooth operations during busy periods. Maintained cleanliness and organization of the restaurant to enhance the overall customer experience.

Administrative and HR Experience:



### ● HR and Marketing Administrator

LK Group | Aug 2021 - Mar 2023

- Managed HR responsibilities while also assisting the marketing team with administrative tasks, ensuring compliance and efficiency. . Demonstrated strong organizational skills in coordinating schedules and managing documentation.
- Utilized effective communication skills to liaise between different departments and ensure smooth operations.

### ● Family-Owned Designer

Boutique | Jan 2021 - Jan 2023

- Assisted in day-to-day operations of the boutique, including customer service, inventory management, and merchandising. Provided personalized styling advice and recommendations to customers, resulting in increased sales and customer satisfaction.
- Managed social media accounts and contributed to marketing strategies to promote the boutique's products and services.



### ● Administrative Assistant

Tata Consultancy Services | May 2019 - May 2021

- Supported administrative tasks for PWC US project, ensuring smooth operations and timely documentation. Demonstrated attention to detail in data entry and analysis, contributing to accurate record-keeping and reporting. Collaborated with team members to prioritize tasks and meet project deadlines.

Customer Service Experience:

### ● Customer Service Representative

Quality Hotel | Jun 2016 - Apr 2019

- Provided exceptional customer service as a crew member, ensuring guest satisfaction and smooth hotel operations. Demonstrated strong interpersonal skills in addressing guest inquiries and resolving issues in a timely manner.
- Collaborated with colleagues to maintain a positive and welcoming atmosphere for guests.

## Education & Training

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- 2023 - 2024 ● **University of West of Scotland**  
MBA in Logistics And Supply Chain Management,
- 2021 - 2022 ● **IGNOU**  
PGDHRM in Human Resources,
- 2016 - 2019 ● **Bharata mata college**  
Bachelor of Commerce,