



Edna Noronha

Professionally an Architect, keen to explore other sectors.

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Languages

Formula

English

About

With a proven track record in retail, I thrive in fast-paced environments, ensuring top-notch customer service and efficient inventory management. Fluent in English, my experience spans high street to luxury sectors, specializing in womenswear, accessories, and leather goods. Passionate about delivering personalised shopping experiences.

BRANDS WORKED WITH

- Arabian International Services Company
- Campus Store
- Cocobroma Coffee
- Formula 1, Bahrain International Circuit
- studio DYP

Experience



● Junior Architect

studio DYP | Jun 2020 - Jun 2021

- Reviewed project goals and objectives on monthly basis with head of studio and design team.
- Managed and led multi-disciplinary design team (including consultants) throughout development and contract document phases for commercial projects.
- Kept project on schedule and within budget while serving as project leader.
- Organized team meetings to resolve technical and project issues, coordinated with team members for design inputs and reviewed project schedules.

● Floor Manager

Cocobroma Coffee | Jun 2019 - Jun 2020

- Handled seating of customers on arrival and supervised orders for coffee.
- Optimized inventory display and storage resulting in better revenue from merchandise.
- Undertook responsibility of food handling and customer services.
- Managed shelving and display storage of café products.



● Retail

Campus Store | Apr 2016 - Apr 2018

- Managed cash and card transactions daily.
- Managed to be efficient and prompt at a high-paced working environment.
- Handled customer requests and complaints professionally and escalated to manager when necessary.
- Assist in maintaining the back stock room and setting up merchandise displays on the sales floor.
- Develop solutions for customers by listening to their needs and recommending the appropriate products.
- Greet customers as they enter the store and help them to find the proper team member to assist them.
- Utilize the company's POS system to cash customers out or administer returns.

● Receptionist (Part Time)

Arabian International Services Company | Sep 2014 - Dec 2015

- Ensure stock of office supplies
- Mail collection, answering phones, booking and confirming appointments and entering new client details on computer software.
- Meet and greet clients and center visitors and provide exceptional customer service.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.

- **RETAIL (Part Time- Seasonal)**

Formula 1, Bahrain International Circuit | Jun 2012 - Jun 2014

- Managed cash and card transactions daily.
- Managed to be efficient and prompt at a high-paced working environment.
- Handled customer requests and complaints professionally and escalated to manager when necessary.
- Collaborate with other team members to keep the sales floor area clean and organized at all times

Education & Training

2021 - 2023 ● **The University of Nottingham**

Master of Architecture,

2015 - 2020 ● **Manipal University**

Bachelor of Architecture,

2000 - 2014 ● **Sacred Heart School**

High School Diploma,