



Anna Murphy

Professional with over four years of experience in retail based, customer service roles

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Languages

English

About

With extensive retail experience, from WHSmith to luxury brands like Whistles and Mint Velvet, I excel in customer service, stock management, and creating welcoming shopping environments. Skilled in various aspects of retail operations, I'm adaptable to dynamic settings and passionate about fashion retail.

BRANDS WORKED WITH

Bletchley Park Trust

Whistles

MINT VELVET

WHSmith

Experience



● Event Coordinator

IR Magazine | Nov 2023 - Apr 2024

- End-to-end management of the delegate registration process, ensuring seamless coordination and acting as the primary point of contact.
- Processing invoices for delegate tickets, and following up on any unpaid registrations.
- Onsite for our awards event in Toronto where I was responsible for managing the registration of delegates, speakers and sponsors, and supporting the wider team with set up tasks.
- Accurate reporting on attendee and revenue figures, and updating the CRM system accordingly.
- Responsible for updating event websites with accurate information through WordPress.



● Recognition Specialist

doTERRA | Oct 2021 - Nov 2023

- As a Recognition Specialist, I was responsible for incentivizing our Wellness Advocates to grow their businesses with our essential oil products.
- Assisted in the organisation of our annual Convention in Lisbon and Budapest where we hosted over 6000 delegates.
- I communicated with vendors prior to and during events to ensure that the event runs smoothly.
- Onsite I managed set up tasks and helped to coordinate the wider team.
- Created monthly PowerPoint presentations showing our rank advancers to send out to management and other departments.
- Created monthly Facebook content celebrating new rank advancers to post for our Wellness Advocates to see and be inspired by.
- Provided reports for other departments, such as the Account Management team and the Events team, to provide them with the necessary information for our events and strategy plans.
- Implementing ongoing improvements for gift sourcing, project timelines, processes, expenditure, logistics and communications.
- Responsible for researching and identifying potential suppliers across Europe, negotiating prices, and ensuring timely delivery of products. I also managed the inventory and storage of gifts and maintained accurate records of all transactions. Communication and collaboration with our suppliers, and design team for branding purposes, were key components to this role, which allowed us to create customised and thoughtful gifts that left a lasting impression.
- Managed budgets for our projects within Recognition, including forecasting future expenditure.
- Coordinated and maintained administration of incentive and leadership programmes.

● Visitor Services Assistant

Bletchley Park Trust | May 2019 - Jun 2022

- Worked on admissions desks, greeting visitors and processing ticket sales along with Gift Aid donations.
- Worked in the souvenir gift shop which entailed stock replenishment and required knowledge of our products.
- Explained and issued Multi-Media Guides to visitors.



● Sales Consultant

Whistles | May 2019 - Sep 2019

- I was responsible for merchandising on the shop floor and welcoming customers in a friendly manner.
- Kept track of stock levels and stock replenishment.
- Managed the team's shift pattern and holidays in the absence of a manager.
- Managed tills and fitting rooms on a rota.
- Completed handovers for the team.
- Attended House of Fraser and concession meetings in the absence of a manager.

● Style Advisor

MINT VELVET | Aug 2017 - Sep 2018

- I was responsible for welcoming customers in a friendly manner, keeping the shop floor presentable and tidy, and ensuring that each item was correctly priced.
- Completed mark downs of sale stock.
- Managed tills and fitting rooms on a rota.
- Stock replenishment.
- Answering customer queries about the brand and the products.



● Sales Assistant

WHSmith | Oct 2016 - Sep 2017

- I was responsible for serving customers on the tills in a friendly and professional manner.
 - The role required me to take initiative, as I was serving restricted products and was responsible for checking ID.
 - I learnt the ability to work under pressure, in extremely busy periods such as back to school and Christmas.
- Additional Employment History

Education & Training

2018 - 2021

● University of Lincoln

Bachelor of Arts,