



# Diana Radu

I worked at Victoria's Secret and really enjoyed my time there

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## Languages

English (Fluent)

Romanian (Native)

## About

Experienced retail sales associate with roles at Victoria's Secret and M&S. Skilled in customer service, product arrangement, and team collaboration. Reliable and adaptable, ensuring excellent service and efficient operations.

### BRANDS WORKED WITH

The Village Hotel Watford

M&S Super Market

ESHK Hair Salon

Wenzels Bakery

Victoria's Secret (atria Watford)

## Experience

### ● Sales Associates

Victoria's Secret (atria Watford) | Oct 2023 - Jun 2024

I enjoyed my time working in Victoria's Secret measuring people and selling items whilst also rearranging the shop floor and helping customers.

### ● Hotel Receptionist

The Village Hotel Watford | Jun 2023 - Now

- \*\*Work Experience:\*\* Hotel Receptionist [19 June 2023] - [present]
- Welcomed guests with a professional and friendly demeanor, providing excellent customer service.
- Efficiently handled check-ins, check-outs, and reservations using stay in touch and saflock.
- Responded promptly to guest inquiries, concerns, and requests, ensuring a positive guest experience.
- Collaborated with the housekeeping and management teams to coordinate room assignments and address guest needs.

### ● Sandwich maker

Wenzels Bakery | Jun 2022 - Sep 2022

Working at the bakery as a sales assistant and sandwich maker, significantly improved my experience with customers, I had to serve at the till and charging customers based on the items they bought. Also, we had a target of x number sandwiches and we needed to complete it before the end of the day. I was working very well in a team with a deadline to finish all sandwiches and serve it to the hungry customers.

### ● Click and collect

M&S Super Market | Nov 2021 - Nov 2021

I worked at M&S during my work experience. I worked at the click and collect department. My tasks were to search for the clients parcels and give it to them, check the packages in in the morning and put them on the shelves. I also put-up stock around the desk when there were no customers

### ● junior

ESHK Hair Salon | Aug 2021 - Nov 2021

My tasks were to rinse out toner/bleach as well as applying them, sweeping the floor, and generally keeping the salon clean, making teas and coffees, stocking shelves, and working at the till.  
Construction site Restaurant:  
I also worked as a waitress in a restaurant, my tasks were to give food people, charging them the correct amount for that item, helping the chef making food, cleaning the workplace with a mop, washing dishes, slicing vegetables, this helped me build a strong customer service experience

## Education & Training

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2016 - 2019 ● Harrow High School

4 GCSE's Grades C (Maths, English),