



Alyssa Holloway

Designer Consultant

📍 Portsmouth, UK

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Languages

English (Fluent)

Afrikaans (Fluent)

Dutch (Basic)

About

I am an innovative professional within the Jewellery Trade. I am a hard-working & passionate designer with extensive experience gained from a successful career within the industry & customer facing roles, Such as; Corporate, retail, sales, customer service, designing and manufacturing. I utilize exceptional customer service, creative drive and and business acumen skills to engage with customers and colleagues to provide them with a unique experience. I have a passion for developing and learning new skills. As such, an asset to any team.

BRANDS WORKED WITH

Madeira

Peter Gilder Jewellery

Silvana Jewellers

Tekta Uk Ltd

Experience

● Sales ordinator

Tekta Uk Ltd | Feb 2022 - Now

Work with impeccable attention to detail Compiling quotations for high end Contractor projects

- Renewing and maintaining Marketing Content Schedule
- Renewing the Information and design of Datasheets
- Updating daily reports
- Ensure customer satisfaction through the sales process – including process enquiries and orders, and that communication is maintained from the first contact and tasks are completed on time.
- Manage administration throughout the sales process including handover at order stage
- Task set up & monitoring throughout process – including handover to operations, booking site surveys, managing drawing approvals and purchasing.
- Ensure effective communication & handover between internal teams & the customer - ensuring proper attention to detail
- Creating database full of resources for colleagues (technical information, updated images, FAQ and many more)

● Manager

| Nov 2019 - Dec 2021

Revitalized and implemented jewellery into the business.

- Buyer of jewellery stock- Meeting with sale representators, negotiating and keeping in line with market trends and styles.
- Merchandising stock -Stocking in, advertising & displaying of stock in windows.
- Workbench work; Undertook customer and stock item repairs; soldering, ring sizing's, polishing etc
- Implemented Modernized techniques within the business such as but not limited to; Designing and organising an e-commerce website. Creating online, digital records of customers, repairs and sales. Maintained all these new processes e.g. Adding products, mailing of purchased items, handling all web enquiries, promotions and store information
- Selling of prestigious Jewellery & Watch Brands
- General administrative work such as; Stock take, Generating sale report figures, scheduling repairs internally and externally, opening & closing of store
- Shop maintenance: Window displays -making sure pieces were clean, accounted for and positioned well and Stock replenishing

● Bar Tender

Madeira | Nov 2018 - Jun 2019

Ensuring customers received exceptional levels of service whilst in the restaurant

- Effectively communication with customers, kitchen and bar staff and management to ensure a streamlined and efficient service. Replenishing stock and cash handling



● Consultant & Designer

Peter Gilder Jewellery | Jan 2015 - Jan 2018

Played an integral part within the jewellery design team; Successfully introduced the use of CAD within the business, Expertly designed unique pieces including wedding rings, engagement rings, stock pieces and bespoke items of jewellery

- Created modern and eye-catching window displays to attract customers – ensuring all jewellery was perfectly positioned within the display
- Provided customers with exceptional levels of service and unique shopping experience - ensuring their needs were met and expectations passed. Communicated with clients in a professional and friendly manner whilst in store for jewellery repairs, polishing and plating
- Completed a variety of other duties including – Sales; stock control; shop maintenance; quotation; cleaning; filing, answering calls and general administration Sales

● Consultant

Silvana Jewellers | Jan 2013 - Jan 2015

Dealt with the entire jewellery repair process

- Created professional window displays
- Developed strong selling techniques and knowledge of wholesale to increase company sales