



Sophia Dietrich

Reliable, Trustworthy, and Confident Professional Eager to Excel in Luxury Retail Environment.

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Languages

English

About

Experienced in high street and luxury retail, I've honed my skills in customer service, sales, and stock management across key roles at JD Sports Fashion, Miss Diva Shoes, and MAC Cosmetics. Adaptable and proficient in English, I thrive in fast-paced environments.

BRANDS WORKED WITH

- JD Sports Fashion
- London
- MAC Cosmetics
- Miss diva shoes
- MSFINANCE
- Redwood Collections

Experience

● Retail Sales Assistant

Miss diva shoes | Dec 2023 - Now

As a dedicated Retail Assistant in a ladies' shoe shop situated in the bustling Westfield Shepherd's Bush shopping center, I played a pivotal role in maintaining the store's operational excellence. Meticulously, I managed stock replenishment to uphold an immaculate shop floor, contributing to an inviting shopping atmosphere. My responsibilities extended to warmly meeting and greeting customers, ensuring their needs were not only met but exceeded through attentive and personalized service. I maintained order in the stock room, swiftly retrieving merchandise for customers to ensure a seamless and efficient shopping experience. Proficiently handling cash and card transactions, I exemplified trustworthiness and accuracy in financial transactions. Beyond these responsibilities, I excelled in sales, consistently surpassing set goals and meeting Key Performance Indicators (KPIs), underscoring my effectiveness in a fast-paced retail environment.



● Sales Executive

MSFINANCE | Jun 2021 - Now

As a Sales Executive at M and S Finance part time, I excelled in driving revenue through strategic client acquisition and relationship management. My role involved leveraging in-depth knowledge of financial products to engage potential clients, tailoring solutions to meet their specific needs. I demonstrated strong negotiation skills, consistently exceeding sales targets. Additionally, I played a pivotal role in fostering positive client experiences by providing comprehensive information and ensuring a smooth onboarding process. This experience has not only enhanced my sales acumen but also deepened my understanding of the dynamic financial services landscape.

- Conducted outbound phone calls to diverse businesses, effectively presenting and offering loan solutions.
- Managed administrative tasks, ensuring smooth workflow and organized documentation.
- Demonstrated strong communication skills in client interactions, contributing to successful loan transactions.
- Collaborated with team members to streamline processes and enhance overall efficiency.

This experience has honed my abilities in both client engagement and administrative responsibilities within the financial sector.



● Marketing Executive

Redwood Collections | Jun 2022 - Feb 2023

In my role as an Administrator for a prominent debt collection agency, I excelled in managing a multifaceted portfolio of responsibilities that contributed significantly to the organization's operational efficiency and business growth. On a daily basis, I engaged in proactive outreach by making calls to diverse individuals and businesses, utilizing the company's sophisticated systems to establish meaningful connections. Through consistent follow-ups on leads, I honed my communication skills and tenacity, ensuring that no opportunity went unnoticed. Additionally, I specialized in fostering strong relationships with brokers, seamlessly liaising with them to facilitate successful debt collection processes. My ability to navigate the intricacies of these partnerships bolstered the agency's reputation and expanded its client base. Alongside these client-facing responsibilities, I efficiently managed basic administrative tasks, demonstrating excellent organizational skills and attention to detail. My role as an Administrator was characterized by a proactive approach, effective communication, and a keen focus on driving results, all of which significantly contributed to the agency's continued success.

● Part time Nanny

London | Mar 2015 - May 2021

As a dedicated part-time nanny for four families, I undertook a vital role in nurturing children ranging from 8 months to 11 years old. Despite lacking formal qualifications in childcare, my immense passion for child development and genuine care for the well-being of each child guided my responsibilities. I enthusiastically embraced the opportunity to support the families by ensuring a safe, stimulating, and nurturing environment for their children. My duties included collecting the children from school, where I cultivated a sense of trust and reliability with both parents and children. I took pride in preparing and serving nutritious, light meals tailored to their dietary needs, promoting healthy eating habits. Additionally, I actively engaged in housekeeping duties, maintaining a clean and organized home environment. Through my commitment to fostering positive relationships and my genuine enthusiasm for children's development, I provided compassionate and attentive care, leaving a lasting impact on the families I served.



● Makeup Artist

MAC Cosmetics | Feb 2018 - Nov 2019

With a profound passion for beauty and makeup artistry, I thrived in my role as a makeup consultant, bringing creativity and expertise to the forefront of my work. In my previous position, I meticulously managed cash transactions and maintained impeccable cleanliness in the work area, ensuring a professional and welcoming atmosphere for clients. My daily routine involved conducting client consultations, where I actively listened to their preferences and concerns, translating their desires into customized makeup applications. By professionally applying makeup tailored to match each customer's specific wants and needs, I not only enhanced their natural beauty but also fostered a positive and memorable experience. My responsibilities extended to handling both card and cash payments efficiently, demonstrating my reliability and trustworthiness in financial transactions. Through

my dedication to providing exceptional service and my genuine enthusiasm for the beauty industry, I consistently delivered outstanding makeup consultations, leaving clients satisfied and confident in their appearance.

- **Retail Assistant**

JD Sports Fashion | Nov 2017 - Feb 2018

In my role as a retail assistant, I demonstrated exceptional skills in customer service and operational efficiency. I adeptly handled cash and card payments, ensuring accuracy and reliability in financial transactions. My responsibilities extended to meticulously monitoring and replenishing stock, guaranteeing that the store was well-stocked to meet customer demands. Proficient in operating tills, I navigated transactions seamlessly, contributing to a smooth and efficient checkout process for customers.

Furthermore, I managed the changing rooms, assisting customers with their selections and ensuring their shopping experience was both comfortable and enjoyable. I took pride in providing outstanding service, actively listening to customer needs, and offering assistance whenever required. My dedication to creating a positive shopping environment was evident in my attention to detail and my commitment to going above and beyond to meet customer expectations. Through my role as a retail assistant, I consistently contributed to enhancing the overall customer experience, fostering customer loyalty, and driving the success of the retail establishment.

Education & Training

2016

- **Meadowpark School**

GCSE,