

Shreya Mahida

MA in luxury business management

📍 London, UK

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Languages

Gujarati

Hindi

English

About

An enthusiastic learner seeking to gain experience. I am hardworking, committed, curious, reliable and trustworthy. I can be responsible for providing outstanding customer service with positive and friendly attitude and demonstrating great communication skills.

BRANDS WORKED WITH

Bizyug (University Fest)

NJ Invest

Onitsuka Tiger

Rubylex Solutions / Insightal

ZARA

Experience



● Sales advisor

Onitsuka Tiger | Feb 2022 - Now



● Sales/Stockroom assistant

ZARA | Dec 2021 - Jan 2022

- Performed operations on the iPod - stock checks, product request, in store availability, SINT, iPod sales and online packages
- Maintained the shop floor clean and tidy, following the company standards and identifying faulty items.
 - Maintained the items in the Fitting room tidy, using the tags and organised the area.
 - Maintained the stockroom areas organised per standards (efficiency, layout, clean)
 - Online order picking, processing and packing.
 - Processed sales, refunds and returns efficiently and accurately. Complete an effective replenishment in the shop floor according to company's procedures. Basic product knowledge.
 - Ensure a high level of customer satisfaction is offered in the store and resolve customer queries, while referring to senior management when needed.
 - Supported customer service with product, knowledge and awareness of the new arrivals, the best sellers and fashion trends and offer alternatives with the services we provide and the technology we use in the store
 - Ensured effective communication with the management team
 - Get involved in store meetings and participate in trainings
 - Ensured a positive and high level customer service experience

● Digital marketing Intern

Rubylex Solutions / Insightal | May 2021 - Aug 2021

- Community management: designing social media campaigns, creating social media contents, answering to customer's comments or questions (Facebook, Twitter, LinkedIn and Instagram).
- Managing the company's official social media handles.
 - Created social media contents for the company's clientele and in brand building via social media.
 - Creative ideas for content marketing
 - Administrative duties in developing and implementing marketing strategies
 - Follow-up and improvement of SEO.
 - Helping the marketing team to follow-up and improve the digital marketing strategy.

● Head of Events

Bizyug (University Fest) | Oct 2019 - Feb 2020

- Lead team of 30 to create, manage and operate all the events
- Supervised and created events
 - Manages communication for smooth functioning
 - Maintained secured, fun and enjoyable environment

● **Management Intern**

NJ Invest | Jun 2017 - Jul 2017

Rotated through various functional departments within the investment firm to assist with the operations in the company related to marketing, finance & human resource

- Collaborated with a team to perform audits & develop investment strategies to increase profits in mutual funds
- Engaged with the IT department to understand the use of web-based application software to monitor and assign employee specific goals/objectives by supervisors & management.