



Serena Small

Sales Associate Advisor

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Languages

English

Mandarin

About

Experienced and driven Sales Associate with a professional working background within the service industry allowing my love of helping others and working in a team has been put to the best use. Experience in high end fast fashion retail stores and Luxury catering services and hospitality. I am passionate about fashion and design and will soon be commencing a degree in architecture and interior design. I am currently seeking employment in a fashion and service industry customer service centered environment where I can use my skills to support, motivate and serve others.

BRANDS WORKED WITH

Leyton Orient Football Club

Nat's Kitchen Catering Service

Pull and Bear

Experience

● Senior Sales Associate

Pull and Bear | Jul 2021 - Now

Provided high quality customer service, anticipating customer needs as well as upholding brand standards and values to ensure great customer satisfaction, actively staying informed about latest sales offerings. Maintained clean, organised inventory and assisted displays of rotating seasonal clothing and accessories as well as adding to sales and meeting targets. Guiding customers through successful outfit decisions and styles. Handling POS system transactions including credit, cash, exchanges, returns and refunds to ensure accurate cash flow. Supporting over 4 national stores in organisation and customer service.

● Waiter

Leyton Orient Football Club | Nov 2019 - Oct 2022

Serving football team management, players and stakeholders in the VIP Boardroom. Waitressing food and drinks for high end clientele providing silver service catering. Operating at the highest standard of professionalism and customer service. Engaging and confident when interacting and communication with my team and customers,

● Caterer

Nat's Kitchen Catering Service | Jun 2019 - Jun 2022

Catering for multiple events such as weddings, birthday parties within flexible working hours and dates given by my manager. Offering silver service catering when serving customers their food and beverages. Operating a fast-paced environment efficiently with other members at the event as well as maintain.

Education & Training

2021 - 2023

● Middlesex University London

Undergraduate Interior Architecture,

2019 - 2019

● Oaks Park High School

BTEC Level 3 Business - Distinction,

2014 - 2019

● Seven Kings High School

Secondary Education,