

Sasha D'Orso

📍 79 Moreland Court, Finchley Road, London, NW2 2TP

✉️ sashadorso10@gmail.com

🔗 in/sasha-d-orso-a9aa91a6

☎️ 07517 261721

Professional Profile

A highly motivated and enthusiastic sales and customer service professional with substantial experience delivering outstanding levels of care and attention within fast paced and demanding roles. Adept at combining strategy, planning and operational expertise and analysis with customer insight, industry awareness and marketing expertise to identify and capitalise on opportunities for increased revenue and growth in line with business objectives. Excellent relationship and communication skills, building trusted partnerships with colleagues, clients, suppliers and stakeholders across all levels and backgrounds to promote best practice standards while proactively implementing improvements and efficiencies. Committed to ongoing professional and personal development in order to deliver the highest standards at all times.


Career Summary

 **Customer Advisor and User Application Tester** 2015 to Present

 **Vauxhall Motors Ltd, London**

- Delivering outstanding service and support across a wide range of customer queries and issues within the UK, Spanish and Italian markets, resolving or escalating concerns quickly and effectively
- Establishing trusted relationships with clients to ensure positive outcomes throughout all stages of the lifecycle while seeking opportunities to enhance revenue and retention
- Translating company information from English to Spanish and Italian across multiple media and platforms, testing usability and recommending improvements to make materials accessible, attractive and effective
- Completing timely and accurate communications, administration and reporting

 **Sales Associate** May to July 2015

 **GUESS? Inc, London**

- Providing excellent standards of service to customers while promoting additional sales and revenue
- Supporting all daily operations including presentation, promotions, transactions and administration
- Working closely with colleagues, providing training and support to ensure best practice standards across the store

 **Sales Assistant** 2014 to 2015

 **GAP (Banana Republic), London**

- Providing exceptional standards of service and presentation in busy store environment
- Assisting customers with all queries and transactions quickly and efficiently
- Managing cash and inventory systems, recording and reporting effectively to ensure smooth operations


 **Sales Area Manager** August to October 2013

 **Andrea Strassi, Palermo**

- Creating campaigns and promotions to increase product sales, attract new customers and increase retention rates
- Producing timely and accurate reporting and statistics to inform planning and decision making
- Engaging with suppliers to identify and implement cost efficiencies while ensuring consistent standards of supply and service

 Sales Manager


2012 to 2013

 Il Gazzosaio S.R.L., Palermo

- Building strong networks and client relationships to maximise orders
- Collating and analysing sales and service reporting information to develop innovative strategies for client retention
- Maintaining awareness of trends and developments to capitalise on opportunities for new customer acquisition and increased sales

 Store Manager

2008 to 2012


 Petito Gaetano, Palermo

- Managing smooth daily operations across a demanding retail environment
- Maintaining thorough and accurate reporting and administration, identifying any issues or areas to improve revenue and growth
- Providing effective training, support and guidance to new staff to ensure high standards of service

Education

 BA in Marketing, Advertising and Public Relations

In Progress


 London Metropolitan University

Competencies

 IT Skills

Microsoft Office



 Languages

English

Spanish

Italian



References are available on request
