**GHIRMAI TESFAI**

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**EDUCATION**

**2019 – 2020 Queen Mary University (Incomplete)**

* Banking and Financing (MSc)

**2014 – 2018 Warwick University (Complete)**

* Chemistry
* 2:1

**EXPERIENCE**

* Ensured a high-quality service, giving customers a genuine luxury experience, making sure the customer service will reflect the department as a premium brand
* Promotes exceptional customer service by selling and acting as a role model for the team
* Held the floor in the managers' absence, including responsibility for ensuring all relevant procedures are adhered to at all times as well as all needs of customers
* Processed over £350,000 worth of transactions and was featured in Harrods customer "special moments"

**Harrods: Canada Goose “Brand Specialist” (Winter)/ Outdoor Sports + Swimwear (Spring/Summer) [15/11/18 - 24/7/2019]**

* Supported the store team and manager to increase revenue (sales) streams and profit targets.
* Maintained high standards of presentation and cleanliness across the store
* Fully aware of security issues concerning stocks in relation to leakage, theft and shoplifting.

**Splatter Group "Beats by Dre" Audio Brand Ambassador - [12/15 - 03/17 (Term Break)]**

* Managed stockroom duties and replenished shop throughout the day
* Handled tills when understaffed to maintain professional customer courtesy
* Exceeded sales for the department (menswear)

**JD “Sales support" [10/12 - 01/13]**

**SKILLS & INTERESTS**

* Tutored many GCSE level students on Chemistry and Economics
* Volunteered to work at my local youth centre (on Fridays) to raise money for charities and local events
* Came 1st in the UCL Horizons ‘Debating Society’ in front of 40 listeners
* Represented my year as Head Boy of our School Council from 2007 – 2009
* Played for my local football team (Winchester) and competed with the Camden community (borough)
* Member of Warwick’s Forex Trading Society
* Played and captained several football matches as part of our 5-a side campus football society.

**REFERENCES**

Miryam.Asmellash@harrods.com, Harrods, Designer Casual, Assistant manager

D.fox@warwick.ac.uk - Personal Tutor, Head of Organic Chemistry, University of Warwick