

Micaela Ferreira
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Experienced Operations Supervisor with a demonstrated history of working in retail industry. Skilled in Customer Service, Management, Retail, Teamwork and Team Leadership. Strong operations professional taking a bachelor's degree focused on BA(Hons) Business Management from London Metropolitan University.

Work Experience

Senior Sales, Debenhams 2019 September- May 2020

Responsible for administering any customer questions about the products and services that the company offers. Additionally, continuously refreshing understanding of the business products, services, and policies. Handling customer complaints and converting unhappy customers into a happy customer while adhering to company policies. Ensure the shop floor has an excellent presentation of products, signage, and displays.

- Ensure customers are welcomed, acknowledging to inquiries, improving engagement with merchandise and giving exceptional customer service.
- Managing cash registers, managing financial transactions, and balancing drawers.
- Establishing goals.
- Ensure shoppers are directed correctly to merchandise within the store.
- Increase in-store sales.
- Provide product knowledge.
- Maintain a clean presentation throughout the sales floor.
- Introduce promotions for customers.

Flagship Operations Supervisor, New Look 2018- Nov 2019

Plan, direct, and coordinate the operations of New Look to operate more efficiently. Generate relevant operational documentations. Monitor operations to ensure organisational goals are achieved. Formulate policies and manage daily activities.

Flagship Cash Management Administrator, New Look 2016-2018

Direct cash management operations to include daily cash administration, monitor cash transactions to ensure that bank account correlates with the report and investigate any discrepancies.

Sales Advisor, New Look 2015-2016

Provide customer service on the sales floor, maintain the shop floor for the customers. Guide customer to the correct place of merchandise and operate cash registers.

Extracurricular Activity

Universities Business Challenge (UBC) - (2019 – 2020)

London Metropolitan University, London

Level 3 Award in Emergency First Aid at Work Course – (2019-2020)

Green Cross Training Limited

Education and Qualification

London Metropolitan University- 2017/2020

Qualification year 1- 1st Class Honours

Qualification year 2- 1st Class Honours

Qualification year 3- Predicted 1st Class Honours

CMI Accreditation- Attaining by July

Escola Secundária de Santa Comba Dão- 2010/2015

GCSE: Portuguese, English, Mathematics, Science, Geology, Physics, chemistry, Physical Education, History and Geography.

References

Available on request

Website:

<https://www.linkedin.com/in/micaela-ferreira-5b3bb7175/>