

GLADYS DAVID

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STRENGTHS

GOOD CUSTOMER SERVICE

TEAM WORK

NEVER GIVE UP

STAY POSITIVE

OPEN-MINDED

EXPERIENCE

Men department manager: Zara finland Jumbo Vantaa

(December 2018 to present)

Operation manager: Zara finland Helsinki (Aleksanterinkatu)

(September 2017- November 2018)

Sale advisor: Zara finland Helsinki Aleksanterinkatu

(february 2017- august 2017)

STORE MANAGER : H&M, WEMBLEY OUTLET, London

(May 2015- December 2016)

Managing an outlet store with a store budget of 4 million

Driving the selling

Plan figures and budget

Follow up,kpi, profit and loss

reorganise logistic and (Back of house and stockroom)

Analising the weakness and find the opportunities

Recruiting, developping the team and store goal setting

Store audit risk assessment and health and safety.

DEPARTMENT MANAGER : H&M COVEN GARDEN, London

(November 2015- may 2016)

Manage Accessories department

set acc budget and weekly target

Recruit and train new employes

Staff meetings and staff goal setting

Follow stockroom

Trainee manager :H&M regent street flagship store, London

(mars 2015 to october 2015)

Team leader :H&M Regent street flagship store, London

(September 2012 to march 2015)

Planning weekly and daily staff rota

Leading the team

training of employees

planning meeting session

Sale advisor :H&M regent street flagship store london

(September 2011 to august 2011)

Providing customer service

Cashier

Fitting room

Barista maestro Costa Coffee

(February 2008 to January 2011)

open and close the shop

cash up tills, banking and safe

schedule employees work shift

stock ordering and inventory

delivery schedule

supervision and coaching team members

conduct training session and interview

Cleaner: Excel exhibition center: london

(December 2006- January 2008)

Waitress :Kensington hotel, Best Western.

(November 2006 to December 2006)

Front of house

Take orders and provide customer service

EDUCATION

2002-2004: Biautician school

(School d'art, Poitiers: France)

1999-2002: Accountancy and secretarial operations

(Hight school: Les Terres Rouges, Poitiers: France)

References available upon request