**Giulia D’Amico**

**SUMMARY OF QUALIFICATIONS**

* Three years of cashier experience within a high pressure work environment
* Over 3 years of experience in customer and sales
* Proficient in the use of Microsoft Office (Word, Excel, PowerPoint)
* Experience with social media websites such as Facebook, Instagram and Twitter
* Trilingual, spoken and written (English, French, and Italian); strong communication skills
* Excellent organizational leadership skills

**CUSTOMER SERVICES**

* Exceptional ability to stay professional when dealing with customers
* Clear communication skills aimed to understand customers needs and delivering corresponding services
* Ability to analyze problems and complaints from customers to deliver a proper customer services
* Build relationship with clients and customer satisfaction
* Capable of working under pressure

**EXPERIENCES**

**H&M November 2016 - Present**

**Sales Advisor** *Montréal, QC*

* Helping customers to locate garments
* Supporting clients in the fitting rooms
* Assisting clients at cash

**Victoria’s Secret December 2015 – June 2016**

**Generalist**  *Montréal, QC*

* Assisted customers at cash and closed cashes
* Organized and stocked products to ensure sufficient replenishment was made available
* Supported clients in the changing rooms
* Helped customers in locating certain products
* Markdowns for products going on sale and inventory while performing about standard level

**AFAR Experience (Conference) June 25-28, 2015**

**Tour Guide**  *Montréal, QC*

* Responsible for guiding groups to each event
* Made sure each event was properly set up
* Verified each guests had everything they needed

**Dollarama July 2013 – January 2015**

**Cashier/Clerk**  *Montréal, QC*

* Assisted clients at cash and closed cashes
* Helped customers in locating required products
* Organized and reorganized shelves to make sure they are neat and replenished if needed
* Trained new employees
* Helped doing inventory

**Burger King July 2012 – July 2013**

**Cashier** *Montréal, QC*

* Interacted with customers in order to receive orders
* Provided menu details to clients
* Organized/cleaned up the restaurant

**EDUCATION**

LaSalle College Montréal, Québec

*Tourism Technique – Specialization in Development and Promotion of Travel Product*s January 2015 – Present

Dawson College Montréal, Québec

*Business Management and Marketing – DEC (not completed) August 2012 – December 2014*

*LaSalle Community Comprehensive High School Montréal, Québec*

*High School Degree (French Immersion) June 2012*