

# Maria Castellano

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## Maria Castellano

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A success driven and energetic professional with good organization and interpersonal skills and a very good team player. I find myself comfortable and easy adaptable to new situations and environments, since I consider them as growth and learning opportunity. As a passionate person I always use the maximum effort in everything I do and I always try to improve myself in order to obtain the best results for me and my job. I never lose sight of my goals and I'm very responsible in my duties because I constantly focus to offer the best of myself. I am able of excellent customer service together with good problem solving skills, identifying causes and developing effective solutions.

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## Skills

- Experienced in living and working in a multicultural environments where communication and teamwork are essential.
- Friendly and open-minded with natural people skills.
- Proactive, flexible and dynamic with a positive and "can do" attitude
- Ability to act on own initiative always keeping high standard of work.
- Good working under pressure and in dynamic and fast peaced environment.
- Keen eye for details.
- Self motivated with a great willing to learn and grow, both personally and professionally.
- Good knowledge of Microsoft Office
- ITALIAN -fluent
- SPANISH-fluent
- ENGLISH-fluent
- CHINESE-beginner
- JAPANESE-beginner

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## Experience

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### **DIESEL / Store Supervisor**

JANUARY 2019/ PRESENT, LONDON

Supervision of team members and store operations at every level and ensuring excellent customer service is always delivered while KPIs target are achieved.

Working together with the team in order to meet store expectations at flagship store level and assuring store standards are at excellent level.

Training of staff members and support for their development.

Working together with the store visual merchandiser to spot bestsellers and assuring good store performance is met.

Commercial awareness of the store.

Cash handling procedures and till operations at all levels.

Operational duties such as store transfers, international transfers, end of season returns.

Applying delivery procedures and supervision of Stockroom guidelines working together with Head of Stockroom.

Ownership of Farfetch procedures and sales, assuring KPIs targets are met.

### **DIESEL (JLP Oxford Street & JLP Stratford)/ Brand Specialist**

FEBRUARY 2017-DECEMBER 2018, LONDON

Reporting Weekly Sales and KPIs to the Account Manager .

Assisting customers delivering a great customer service assuring sales targets were met.

Keeping shop floor and stockroom standards at all time as per company's guidelines.

Visual merchandising management of the concessions and stock control.

### **CH CAROLINA HERRERA / Sales Assistant**

MAY 2014 -JULY 2016, LONDON

Assisting customers delivering a great customer service, replenishing and tidiness of the shop floor, keeping standards at all time as per guidelines.

Guaranteeing customers loyalty in order to maximize sales results.

Managing and processing stock deliveries keeping all the time stockroom standards.

Cash handling and till operations.

Helping the Store Manager and Assistant Manager with stock management.

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## Education

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**University of Rome “La Sapienza”/ Oriental Languages**

OCTOBER 2005-JULY 2010, ROME

Oriental Languages and Cultures degree

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