

# MIRIAM CICCOTTA

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Wembley - HA9

## Personal summary

An energetic, ambitious and friendly native Italian speaker possessing extensive years of experience providing excellent customer service. Highly motivated with the ability to work on own initiative as part of a team. An approachable person who always striving to go the extra mile in order to achieve the set goals, always willing to help and assist anyone need. An honest and straightforward person who also enjoys meeting different types of people.

## Skills

- Valuable experience assisting customers and helping them offering information
- Deep familiarity of working in a team and in a busy environment
- Experience handling complaints and finding a working solution for customers
- Strong planning, organisation and IT skills
- Ability to tour people knowing what can be offered by the company
- Able to maintain in-depth knowledge of company products and services

## Employment history

### Sales Associate {Harrods Signatures/Royal Collection} - Harrods, UK

*Oct '14 – Present*

- Assisting the team in maximising the stores sales and profitability
- Keeping the store organised and maintaining an uncluttered environment
- Describing and demonstrating in detail the products and its benefits to customers

### Sales Support {Nursery Furniture & Baby Gift and Layette} - Harrods, UK

*Dec '13 – Ago '14*

- Liaising with department staff to create the most appropriate visual and layout solutions
- Assisting customers on items, finding appropriate sizes, wrapping and completing purchases
- Walking across all our departments in order to satisfy customers' needs while following company's procedure

### Retail Assistant - Buckingham Palace/Royal Collection Trust, UK

*Jul '13 – Sept '13*

- Ensuring the shop and displays are clean, tidy and well presented at all times
- Approaching customers and politely asking questions to understand their needs
- Operating the till and accurately handling cash, cheques and credit/debit card payments

### IT Trainer - Network Housing Group, UK

*Apr '13 – Jun '13*

- Supporting and training learners on IT packages
- Managing workload and sharing information with the managers
- Developing evaluations and assessments for students to monitor their development

### Hotel Receptionist - Ducale Suites, Italy

*Jun '10 – Sept '10*

- Supporting the intern computer team
- Checking e-keys and allocating rooms to customers
- Managing the reception area, booking, meeting and greeting clients

### Web Editing/Graphic Designer - SEAT Pagine Gialle Group, Italy

*Jun '09 – Aug '09*

- Interaction with clients to assist them with the choice of their website
- Creation, design and coordination of Visual Site dedicated to consumers
- Work proactively towards tasks assigned to be completed in short time frame

### **Assistant Tutor/Babysitter, Italy**

*Jun '08 – Sept '08*

- Helping kids with the home works and teaching the proper language
- Maintaining a safe environment by allowing only authorized persons near children
- Organising creative activities for children and remaining vigilant of unusual activities

### **Technical Hardware Assistant - Pavan LM SRL, Italy**

*Sept '07 – Nov '07*

- Providing support for the company's computer infrastructure
- Troubleshooting computer hardware issues reported by the staff
- Involved in pre-sales activities, clients interactions and internal support calls resolution

### **Data Management - Fiorentino Jewelry, Italy**

*Sept '06 – Nov '06*

- Design and support maintenance of the company's website
- Managing customer database for data input, retrieval and generating reports
- Worked across the teams in different roles during the project lifecycle of the company's website

### **Secretary - IAL CISL, Italy**

*Sept '05 – Nov '05*

### **Assistant Teacher - School A. Gabelli, Italy**

*Sept '04 – Nov '04*

### **Secretary - CAAF CISL, Italy**

*Sept '03 – Nov '03*

## **Education and training**

ACE Attitude Creates Employability Certificate {Jan '13 – Feb '13}

*LEAP (Local Employment Access Projects), London UK*

ESOL E.L. 3 Certificate {Jun '12 – Jul '12}

*Community Systems, London UK*

General English Certificate {Feb '12 - Mar '12}

*British Study Centres, London UK*

Studied towards an Accountancy Degree {Sep '08 – Dec '10}

*ITC F. Ferrara School, Palermo Italy*

Computer Hardware and Assembling Certificate {Mar '07 – Dec '07}

*IAL CISL Cusmano, Palermo Italy*

Information Technologies for Experts Qualification {Mar '04 – Dec '06}

*IAL CISL Pasiello, Palermo Italy*

Windows Application for Experts Certificate {May '03 – Nov '03}

*IAL CISL Pasiello, Palermo Italy*

## **Interests**

- Media and technologies
- Fitness, modelling and Bikini competitions
- Console Video Games, music and movies

**References** - Available on request.