

MIRIAM CICCOTTA

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Wembley - HA9

Personal summary

An energetic, ambitious and friendly native Italian speaker possessing extensive experience as a manager after providing years of excellent customer service in person as through a screen. Founder and owner of MiCiShiBi's website; An international e-commerce dedicated to jewelry. Highly motivated with the ability to work on own initiative and 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

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

Employment history

Founder & Owner - MiCiShiBi.com, UK

Nov '19 - Present

- Analysing and creating reports of potential revenue, sales growth and traffic using Google Analytics platform and platform's insight
- Developing business strategy, marketing campaigns and creating relationships with international suppliers that drive sales and profitability
- Using knowledge of Web Master/Designer to build the e-commerce website, marketing emails, social media channels and business pages that leads to growing a high-quality audience

Customer Service Advisor - ASOS.com, UK

Jun '18 - Apr '20

- Ensuring customers queries are answered with the aim of a first-time resolution
- Handling customers across different platforms, including Social Media, Email and Live Chat
- Working with colleagues across Customer Care to identify and highlight trends in any customer queries

Fashion/Fitness Model - Freelance, UK/Italy

Jun '17 - Jan '19

- Following different aspects such as researching ideas for new concepts and being creative
- Calculating budgets and make links with new clients by building a solid relationship with them
- Being comfortable in front of the camera, maintaining level of stress down, able to take directions

Brand Sales Manager {Harrods Signatures/Royal Collection} - Harrods, UK

Oct '14 - May '18

- Leading to maintain an uncluttered and refurbished environment at all times
- Managing the assigned area as well as assisting the team in maximizing the stores sales and profitability
- Developing plans in collaboration with other teams that encompass both strategy and tactics to sale growth

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

Dec '13 - Ago '14

- 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

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 colleagues
- 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

Technical Hardware Assistant - Pavan LM SRL, Italy

Sept '07 - Nov '07

Data Management - Fiorentino Jewellery, Italy

Sept '06 - Nov '06

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

- Fitness, modelling and competitions
- Console Video Games, music and movies
- Keeping updated about latest media and technologies

References - Available on request.