

# Carmela De Falco

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## **PERSONAL STATEMENT**

Carmela is a seasoned Shop Assistant with 15 years' experience. She has developed the following core competencies:

- Comprehensive knowledge of the methods and techniques of sales and marketing
- Customer oriented with good communication and interpersonal skills
- Responsible for showing and explaining the various features of items to potential customers

She is a polite honest hard-working individual, possessing excellent communicative interpersonal skills combined with versatility, and the ability to make decisions based on personal experience. She can work well within a team environment as well as working on her own without supervision using her own initiative ensuring that excellent customer service is provided.

## **WORK EXPERIENCE**

### **Assistant Manager – Neapolis Web Digital** (February 2019 – Now)

<http://www.neapoliswebdigital.com>

Wandsworth - London (UK)

Responsibilities:

- Accountancy
- Manage money operations
- Assistant Manager
- Co-director

### **Assistant Manager – John Lewis & Partners** (May 2017 – September 2018)

<http://www.johnlewis.com>

Blackfriars - London (UK)

Responsibilities:

- Customer Care
- Manage money operations
- Handling complains
- Introduce the new employees to the job

### **Supervisor – Tortilla** (May 2014 – May 2017)

<http://www.tortilla.co.uk>

Hammersmith - London (UK)

Responsibilities:

- Organize the shift and staff
- Make orders and stock
- Manage money operations
- Handling complains
- Introduce the new employees to the job
- Help manager
- Kitchen preparation

### **Customer Care Assistant – Mc Donald's** (November 2011 – April 2014)

<https://www.mcdonalds.com/>

Earls Court - London (UK)

Responsibilities:

- Front Counter
- Cleaner
- Kitchen side

**Shop Assistant – Silver Moon** (June 2006 – May 2011)  
Napoli (Italy)

Responsibilities:

- Resolve customer disputes
- Handling cash
- Customer service
- Took inventories
- Perform the tasks of handling cash payment or credit card as well as check credit card to ensure the reliability of purchasing
- Handle responsibilities of cleaning, maintaining and organizing the display cases to make it appear in appealing way to customers

**Shop Assistant – Miró Moda** (June 2005 – May 2006)  
Napoli (Italy)

Responsibilities:

- Sold front-of-house
- Headed customer service

**Cashier and Secretary – Centro Ricambi Auto** (October 2003 – October 2004)  
Napoli (Italy)

Responsibilities:

- Led the Accounts
- Took appointments
- Utilized computers for registration of 'first note' (Italian program for accounting)
- Managed money

**EDUCATION**

**Italian School of Turism** (September 1999 – June 2003)

**REFERENCES**

References are available on request.