Sarah Freudendal

0400170555 | Sarahfreudendal@gmail.com

# Education

## 2009 | dUNCRAIG SENIOR HIGH SCHOOL | WACE

## 2010 | cERTIFICATE 3&4 IN RETAIL | FRANKLYN SCHOLAR

## 2010 | RSA

## 2016 | CENTRAL TAFE northbridge | certificate 4 of INTERIOR DESIGN AND DECORATION

## 2017 | CENTRAL TAFE northbridge | diploma IN INTERIOR DESIGN

## 2017 | FUNDAMENTALS OF ESPRESSO | FIVE SENSES BARISTA ACADEMY

## 2017 | FUNDAMENTALS OF MILK & BEVERAGES | FIVE SENSES BARISTA ACADEMY

## 2017 | myer & david jones | til trained

## 2018 | HOLMESGLEN CHADSTONE | DILPOMA OF INTERIOR DESIGN AND DECORATION

## 2019-2020 | SWINBURNE UNIVERSITY | INTERIOR ARCHITECTURE (HONOURS)

# Skills & Abilities

## Management

* Over 4 + years of management experience in a retail role, visual merchandising, rostering, stock management and cash handling
* Leading, driving and motivating team members to achieve their daily tasks & goals

## Sales

* Up-selling, closing sales with professional mannerism
* Ability to promptly learn new skills and knowledge

## Communication

* Excellent communication skills with the ability to quickly develop rapport with customers and professional contacts
* Possessing a professional, focused and understanding attitude towards customers

## Leadership

* Managing a team of 5 + staff per day
* Managing high pressure situations situations
* Strong organisational capabilities

## cOMPUTER

* Microsoft Office, Outlook, Excel, PowerPoint,
* **Sketchup | Podium | Auto Cad | Photoshop | In Design | Rhino | Enscape**

Experience

## 2009–2012 | 2IC/MANAGER | NOVO SHOES WHITFORDS

## 2012-2014 | 2IC/MANAGER | ZU SHOES JOONDALUP & KARRINYUp

## 2014-2015 | MANAGER | BETTS KIDS CLAREMONT

## 2015-2016 | ASSISTANT MANAGER | FRENCH CONNECTION CLAREMONT

* Motivating and encouraging staff members to strive for exceptional customer service and achieve sale targets
* Prioritising and delegating tasks to up to 5 team members for the day
* Driving operational, visual and customer service standards in store
* Monitoring and reviewing store performance on a regular daily, weekly and monthly basis
* Maximising sales through effective merchandising and marketing
* Responsible for determining store layouts
* Monitoring stock availability levels throughout the day and replenishing stocks to ensure 100% availability
* Working with the VM to manage displays within the store
* Managing the store profit and loss account within budget
* Mentoring and training new employees
* Proposing and implementing promotions and special offers
* Controlling and maintaining budgets and expenditure
* Implementing and managing store security and anti-theft policies
* Ensuring the store operates efficiently and effectively in all operational areas such as stock control, admin and presentation
* Quickly responding to customer complaints, requests and comments
* Developing customer service procedures, policies & standards
* Comprehensive knowledge of all relevant health and safety issues

## 2016- 2017 | CASUAL/3ic | FRENCH CONNECTION claremont

* David Jones concession trained with til number
* Myer concession trained with til number
* Proposing and implementing promotions and special offers
* Working with the VM to manage displays within the store
* Opening & closing the stores on Managers RDO
* Cash Handling
* Ability to organise and prioritise workload within a retail setting
* Always putting the customer first
* Effectively maintaining stock levels and ensuring the quality of supplies

## 2017 | WAITSTAFF | MUST WINE BAR MT LAWLEY

* Friendly table service
* Managing til operations
* Running food
* Bookings
* Serving alcohol
* Setting tables
* Learning weekly changing bar and food menus

## 2018 | WAITSTAFF | BRIGHTON SOUL ESPRESSO

* Fast-paced working environment
* Opening & closing of café
* Running food & coffee

## 2019 | WAITSTAFF | PENTA

* Fast-paced working environment
* Opening & closing of café
* Running food & coffee
* Learning barista (knowledge on shots and currently practising latte art skills)

## 2019 | PERSONAL ASSISTANT | SKINROOM

* Posting social media photos
* Creating vouchers and promotions for clients

# Referees

## Lauren Witherick | French Connection Regional | 0424779474

## joanne brbich | French Connection Manager | 0438374507

## CHRIS CAVANAGH | PENTA | 0432497640

## Francesca genovesi | 0474770444