



Mihaela Irina Costache

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Personal Statement

I am a highly successful individual who is likely to obtain a first-class honours degree in Leadership & Management.

I have strong leadership abilities, enjoy working in teams and I am able to present professionally. Strong organisational and time management ability.

KEY ACHIEVEMENTS

- **Prada UK Ltd. : Achieved area sales of £2.2m in one year**
- **Prada UK Ltd. : Won the Best Sales Person(November 2015)**
- **Prada UK Ltd. : Achieved record-breaking sales of £36k. Consistently brought in half of the overall monthly sales target**

EMPLOYMENT HISTORY

02/2020 – Present

English-Romanian Translator, Self-Employed

- **1 year of professional translation experience**
- **Competent in the use of computers systems(Microsoft Packages)**
- **Taking calls with clients on a daily basis**

02/2018– Present

Dental Nurse, Eastside Dental

- **Preparing fillings and other materials**
- **Providing support and reassurance to the patient**
- **Sterilising instruments**
- **Processing and filing X-rays**
- **Tyding and cleaning the dental surgery**
- **Recording and filing information about patients**
- **Advising patients on oral hygiene**
- **Carrying out stock control**

03/2017 – 02/2018

Personal Shopper, Tesco

- **Personal shopping for customers**
- **Picking products from shelves**
- **Bagging products**
- **Offering information and directions in shop**
- **Using scanner**

09/2016-02/2017

Warehouse Operator, Amazon UK

- **Efficiently and effectively receiving and storing goods inwards following Amazon's internal processes and procedures and using radio frequency scanners**
- **Pick Amazon customer orders ensuring high level of quality and productivity**
- **Accurately pack and ship Amazon customer order to ensure Amazon meet customers' high expectations**
- **Accurately read instructions from a scanner**
- **Consistently achieve targets set for my department**
- **Adhere to safety, quality and production standards**

04/2016-07/2016

Carer assistant, Continuity Care Limited

- **Getting to know clients, their interests and their needs**
- **Helping clients with their daily routine**
- **Helping to organise leisure activities**
- **Helping clients to manage their budget**

● **CERTIFICATES :**

Disclosure and Barring Service,

Level 2 Safe Manual Handling (Alpha Safety Training Ltd.),

Safety training- Safer people handling hoist and harness

07/2015-03/2016

Sales Assistant and Team leader, Prada Retail Ltd., Bicester

- **Greetings customers**
- **Understood customers needs and their preferences, expressed and hidden**
- **Presents and values the product range**
- **Describe, recommend and highlights the benefits of the products**
- **Checks customer requests while the product is tried on and responds to any further requests**
- **Boost cross selling and additional sales**
- **Ensure customer loiality and that all the data on the Customer Card are registered on the CRM**
- **Accompanies the customer to the cash counter, prepares the packaging and if necessary manages the payment**
- **Using radio and scanner**
- **Managing complaints**
- **Attends store staff meetings**
- **Take care of product display**
- **Stockroom**

TRAININGS: Prada Leathers training in Milano(10/2015), Health and Safety training, Fashion Week London training

EDUCATION

04/2020 – Present

**Leadership and Management, Skills for the Workplace, University of Wales, Trinity
Saint David, Swansea, Wales**

**Key Modules: Business Skills; Operations Management; Business and Sustainability;
Business Decision-Making; Problem Solving and Decision Making; Effective Team
Working and Communication, Digital Skills and Research Methods; Professional Career
Development.**

10/2012 - 06/2015

Bachelor Degree in Psychology and Educational Sciences, University of Bucharest, Romania

- **Psychology and educational sciences**
- **Languages: English, French**

09/2008-06/2012

High School Diploma, Romania

- **Languages: English, French, Italian, Latin**

SOFTWARE

Microsoft Office (PowerPoint, Word, Excel and Outlook), CRM systems

PERSONAL INTERESTS

Parasailing, mountain climbing, travelling

REFERENCES ON REQUEST