

Isabela Bordeanu

Luton, UK | +44 7553 575389 | isabelabordeanu@yahoo.com

Profile

Energetic and reliable retail supervisor with proven experience running a busy convenience store. Skilled in leading teams, managing daily operations, and maintaining excellent customer service standards. Trusted to handle key responsibilities such as store openings, cash control, and team coordination. Known for building positive team spirit, solving problems quickly, and ensuring smooth, efficient shifts.

Core Skills

Team leadership · Staff coaching & rotas · Customer service & complaints · Cash handling & till audits · Stock control & inventory counts · Visual merchandising · Health & Safety compliance · Loss prevention · KPI monitoring · Store opening & closing

Experience

➤ Retail Supervisor — Molly's Ltd (Morrisons Daily), Luton | May 2024 – Present

- Oversee daily store operations including standards, replenishment, cash integrity, and customer service.
- Coach and brief staff, deliver feedback and on-shift training to support performance.
- Handle customer complaints and service recovery to maintain satisfaction and store reputation.
- Act up as Assistant Manager when required, managing opening/closing duties and decision-making.
- Support sales targets, visual merchandising, and shrink control initiatives.

➤ Retail Assistant — Superdrug, Dunstable | Mar 2023 – Apr 2024

- Provided excellent customer service and processed transactions accurately.
- Maintained stock levels and supported product displays to company standards.
- Ensured the store environment remained clean, safe, and welcoming.

➤ Warehouse Trainer — AS Watson Group / Superdrug, Dunstable | Dec 2018 – Oct 2022

- Trained new starters in warehouse operations, safety procedures, and equipment use (including LLOP).
- Assessed trainee performance, tracked progress, and maintained accurate training records.
- Encouraged a safety-first culture and adherence to company procedures across shifts.

➤ **Skilled Warehouse Operative — Dunstable | Jun 2018 – Nov 2018**

- Carried out receiving, storage, and dispatch tasks while maintaining efficiency and safety standards.

➤ **Assistant Manager & Sales Assistant — Premian Store, Iași, Romania | 2017 – 2018**

- Led small retail team, delegated tasks, and ensured targets were met daily.
- Handled supplier communication, stock ordering, and merchandising.
- Completed cashiering duties and prepared daily sales reports.

➤ **Receptionist — Art Smile Dental & Green Spa, Iași, Romania | 2014 – 2017**

- Managed bookings, maintained client records, and handled customer inquiries.
- Provided professional and friendly front-of-house service in busy reception environments.

Education

Certificate in Higher Education, Business Skills for the Workplace — University of Wales Trinity Saint David (In progress)

“Tomșa Vodă” High School — Solca, Romania (2000 – 2004)

References

Available upon request.

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Application – Store Manager ALDI Biggleswade

Dear Hiring Manager,

I'm writing to express my interest in the Store Manager position at ALDI in Biggleswade. With a solid background in retail operations and team supervision, I've developed leadership, organization, and customer service skills that align perfectly with ALDI's high-performance environment.

As a Retail Supervisor at Molly's Ltd (Morrisons Daily), I've taken ownership of daily store performance — overseeing stock control, cash integrity, and staff coordination. I'm trusted to open and close the store, coach colleagues, and ensure high service standards even during the busiest periods. This experience has strengthened my ability to manage time efficiently, minimize costs, and drive results under pressure.

I'm drawn to ALDI's reputation for operational excellence and people-first leadership. I share that philosophy — motivating teams to take pride in their work and always striving to improve store efficiency, sales, and customer satisfaction. I'm confident that my experience and proactive approach would make me a valuable addition to your management team.

I would welcome the opportunity to discuss how my skills and work ethic align with ALDI's values and success.

Thank you for your time and consideration.

Kind regards,

Isabela Bordeanu

Job Description

Store Manager

ALDI

Biggleswade

£51,615 - £67,315 a year - Permanent

Job details

Pay

- **£51,615 - £67,315 a year**

Job type

- **Permanent**

Location

Biggleswade

Full job description

If you like the idea of running a £multi-million store and inspiring your team to be proud of everything you've achieved together, you're going to find this a hugely rewarding role.

One day could find you sorting out deliveries, placing orders and scheduling hours to meet operational efficiency targets. The next, you might be focused on people management and performance, handling customer queries or carrying out till spot checks. And all the while you'll handle the over-riding goals of maximising sales in your store, ensuring great customer service, minimising costs and optimising operational efficiency.

Our Store Managers are passionate about doing well; motivating and developing their teams to deliver excellent customer service.

You'll need to be:

- An experienced people-manager
- Used to leading teams in a fast-paced, stakeholder/customer driven environment
- Skilled in time management, cost control and boosting operational efficiency
- Motivated to consistently achieve targets

Please note, the salary displayed is based on a 45 hours per week contract. Aldi are also able to offer 40 hour contracts and in these instances the salary offered would be pro-rated.