



Irene Perucchione

I am looking for an administrative role within a successful organisation

📍 London, UK

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Languages

German

Italian

English

About

Enthusiastic trilingual Sales Support Specialist most recently working in a luxury interiors company with previous experience in admin, high-end sales and customer service. I am currently looking for an administrative role within a successful organisation.

BRANDS WORKED WITH

24 SEVEN INC.

Erboristeria Il Quadrifoglio

Liberty London

Phillip Jeffries Ltd

Polpo Ltd

Private Family

SGW Global

Tecnimpianti

Experience

● Sales Support Specialist

Phillip Jeffries Ltd | Jan 2021 - Feb 2022

Sales and Customer Service support for the London division of an international luxury wallcovering company.

- Support to the sales team, international partners and customers - raising Samples Orders, Sales Quotes, Sales Orders, Purchase Orders as well as creating and transmitting Sales Invoices
- Data entry - creating new customers accounts and keeping all details up to date
- Operations and logistics - releasing orders, creating shipping documents (packing lists and commercial invoices), tracking international shipments and providing details and updates to partners and customers
- Customers and partners support - offering world-class assistance at all stages of the sale and ensuring swift, win/win resolution to possible claims
- Back orders administration - monitoring and recording the status of all back ordered items and liaising with the US Purchasing team on a daily basis
- Key point of contact - main contact for partners and clients located in Spain, Portugal, Greece, Cyprus, Italy, the Netherlands, Norway, Sweden, Denmark and Finland
- Teamwork - supporting the UK team by sharing the workload during the busiest times, holidays and sick leaves



● Office Junior

SGW Global | Nov 2019 - Jul 2020

Office support in the UK branch of an international business designing and manufacturing cordless and corded home phones and baby monitors.

- Reporting and tracking - produced shipments, sales and helpline usage reports for the leadership team to analyse periodic data
- Organisation - filed UK office Invoices and supported the German office by processing and archiving product returns documentation
- Finance administration - supported the Accounts department with credit cards and petty cash expense reports
- Logistics - arranged shipments of samples, giftboxes and documents from/to the office
- Customer service and confident communication - answered customers enquiries by phone and by email
- Team coordination - produced a weekly schedule with the team's whereabouts and meetings, providing a link and dialogue between departments
- Key office contact - lead-contact for external suppliers and contractors
- Personable professional - friendly front of house figure for visitors and office meetings, proactively covered additional tasks to support and improve life in the office



● Sales Associate

Liberty London | Feb 2017 - Nov 2019

Sales Associate in the Perfumery department of Liberty, the iconic department store.

- Detail oriented - maintained product presentation standards and restocking
- Teamwork - assisted the Operations team with administrative processes during price changes and stock takes and coordinated with floor and Sales managers, Security and the Buying team
- Supply management - I was in charge of tester supplies, ordering directly from external brands or their UK distributors and monitoring supply levels on site
- Customer service - high volume customer numbers and sales required speed, patience and a resilient sense of professionalism to deliver consistent high-quality service

● Sales Assistant

24 SEVEN INC. | Oct 2016 - Feb 2017

Agency role as Sales Assistant with shifts at Nike Flagship Store, Reiss, Selfridges and Liberty.

- Organisation and versatility - assisted customers and quickly integrated with the changing teams and business standards
- Ambition to develop - I made an impression with my diligence in the placement at Liberty and was subsequently offered a permanent role in the Perfumery department

● Front of House Staff

Polpo Ltd | Apr 2016 - Oct 2016

Accurately recording orders and partnering with the team to succeed in a very busy environment

● Nanny in a private family

Private Family | Aug 2015 - Apr 2016

I looked after two children while adapting to a new country and improving fluency in English

● Personal Assistant to CEO

Tecnimpianti | Jun 2014 - May 2015

PA for a small business supplying boiler appliances to industrial and domestic clients

- Organising and facilitating leadership by planning meetings and keeping the CEO's agenda
- Administering document systems and producing invoices
- Communicating with partners and clients in Italy and abroad, answering customers queries

● Company Partner

Erboristeria Il Quadrifoglio | Jun 2013 - Aug 2015

Part-time co-partner of family beauty and health shop in the Italian Alps

- Keeping the daily account books, filing invoices, supporting with stock merchandising and pricing