

Rosie Harborne

Peer Support Volunteer at SHP

London, UK

Rosie is **Available to work**

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Work Preference

Location: Not looking to relocate

Pattern: Open to Full time or Part time work

Employment: Freelance Assignments, Hourly Consulting, Permanent Positions

Skills

Retail (Advanced)

Luxury Brand Marketing (Advanced)

Customer Service (Advanced)

Customer Engagement (Advanced)

Customer Experience (Advanced)

Fashion Consulting (Advanced)

Languages

English (Native)

About

Over 10 years of extensive customer service and administration experience gained through working in Retail, Corporate and Hospitality sectors. Confident, professional friendly and focused on efficiency and quality of service. Cares about each client's needs and self-motivated to consistently provide first-class results. Creative, and a detailed planner who is looking for a role in Retail.

BRANDS WORKED WITH

Four Seasons, Stephanie Jackson, Outside the Box

Nancy Hayes, Model Union, Koala Models, Barbizon

national health service

Project Zen, Rosewood, Piacere, Left Bank

Randstad, Robert Half, Clyde & Co Law, Dentsu Aegis

Swimming Nature & SCRA

Whole Foods

Experience

Retail Sales Associate (Temp)

Four Seasons, Stephanie Jackson, Outside the Box | Aug 2004 - Now

Sold luxury fashion items for exclusive boutique clothing brands.

- Resolved customer queries using active listening and problem solving skills.

- Processed new orders and refunds in line with company standards.

Model/Actress

Nancy Hayes, Model Union, Koala Models, Barbizon | Jan 2004 - Now

Participated in various projects, such as television advertisements, magazine promotions and fashion catwalks to promote products.

- Worked closely with directors, designers, photographers and fashion coordinators to produce desired looks for photoshoots.

Swim Instructor

Swimming Nature & SCRA | Sep 2018 - May 2019

Assisted swim instructors

Ensured patrons adhered to rules and guidelines

Teaching young learners swimming techniques

Providing support to learners

Helping to improve swimming confidence

Carer

national health service | May 2012 - Oct 2012

- Provided end of life care for a family member

- Dedicated to meticulously administering medication and navigating treatment schedules with close attention to detail

Customer Service Coordinator

Whole Foods | Nov 2011 - Oct 2012

Developed planning and scheduling skills in a collaborative customer-facing environment at fast-paced Bay Area and London flagship locations

- Worked closely with other team members to complete objectives and achieve goals, took on a leadership role and honed clear communication and delegation skills

- Focused on being resolution oriented and diplomatic with customer relations

- Held additional responsibilities as a cashier

- **Administrative Office Assistant (Temp)**

Randstad, Robert Half, Clyde & Co Law, Dentsu Aegis | Jan 2004 - Apr 2017

Completed accurate data entry, employing meticulous attention to detail.

- Answered phones and performed clerical office functions.
- Performed administrative tasks, document management and report development for inter-departmental use.

- **Hospitality Assistant**

Project Zen, Rosewood, Piacere, Left Bank | Nov 2003 - Sep 2017

Anticipated and addressed guests' service needs.

- Managed front-of-house operations effectively and efficiently.
- Used outstanding communication and relationship-building abilities to provide warm, friendly customer care.