

# YOLETTY LAGHA

## *Business Management*

### PROFILE

I am a very motivated and responsible person, I have great ability to work in a team, with experience in the area of commercial sales and accounting.

### LANGUAGE

- English
- Spanish

### SKILLS

- Team Work
- Time Management
- Leadership
- Communication
- Attention to detail.
- Creative.
- Pro-active.
- Innovative.
- Reliable.
- Observation
- Decision making
- Communication
- Multi-tasking
- Problem-solving skills.

### CONTACT ME



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Wandsworth SW18 4RG  
London UK

### ➤ EDUCATION

Bachelor Degree Business Management

Simón Rodríguez National Experimental University (Venezuela)

### ➤ WORK EXPERIENCE

#### • **Sale assistant- Hotel Chocolate Ltd (London UK)**

August 2023- Febr 2024

- Welcomed all customers who entered the store.
- Processed cash and card payments via the stores system.
- Processed customers refunds and returns.
- Balanced the till at the end each day, reporting any issues to the Store Manager.
- Managed all customers complaints through to resolution.
- Managed shop floor stock, highlighting any stock requirements to the store manager and restocking.

#### • **Sale assistant- Cashier-ZARA, INDITEX (London UK)**

Sept 2022- Dec 2022

- Welcomed all customers who entered the store.
- Processed cash and card payments via the stores system.
- Processed customers refunds and returns.
- Balanced the till at the end each day, reporting any issues to the Store Manager.
- Managed all customers complaints through to resolution.
- Managed shop floor stock, highlighting any stock requirements to the store manager and restocking.

#### • **Sales Excutive Admin Assistant/Pull and Bear (Venezuela)**

Apr 2016-Feb 2017

- Monitor and prioritise incoming mail/emails/calls on a daily basis , dealing , responding or redirecting as appropriate, between Panama-Venezuela.
- Supporting with marketing initiative including social media.
- Preparing relevant styles (look book) ahead of client meetings.
- Assisting with daily Panama sales reports. Ensuring all orders are delivered Running professional errands.