|  |  |
| --- | --- |
| Madalina Raluca Raducescu**Store Manager****08 July 1995 Married****madalinaraducescu@yahoo.com** **+39 3467861193**Italy, Bergamo**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **LANGUAGES**ITALIAN | proficient C2ROMANIAN | proficient C2ENGLISH | upper intermediate B2 SPANISH | intermediate B1 FRENCH | intermediate B1**EDUCATION**  High school diploma Zenale e Butinone – Treviglio (BG), June 2016  University of Law of Bergamo currently studying  I studied foreign languages like english, spanish and french, and I also studied everything includes  tourism with the possibility to  open a travel agency. I graduated in 2016 as a tourism  technician. |  **PROFESSIONAL SUMMARY**Accomplished Store Manager at Penny Market, adept in customer service and staff management, enhanced store operations through effective problem-solving and team leadership. Successfully elevated customer satisfaction and streamlined inventory control, demonstrating a strong blend of multitasking and organizational skills alongside a friendly, positive demeanor. **SKILLS*** Customer Service
* Customer Relations
* Store Operations
* Team Leadership
* Staff Management
* Multitasking and Organization
* Friendly & Positive
* Work Planning and Prioritization
* Retail Inventory Management

 **WORK HISTORY**  *August 2020 - December 2024* **Store Manager**, ***Penny Market***, Martinengo, Italy* Managed dailly operations to ensure smooth functioning of the store, maintening a clean, safe environment for customers and employees
* Managed inventory control, cash control, and store opening and closing procedures.
* Addressed customers complaints promptly and professionally, resolving issues to maintain positive relationship with clientele.
* Managed store employees successfully in fast – paced environment through proactive communication and positive feedback

 *May 2019 – July 2020* **Sales Associate**, ***Penny Market***,Grumello del Monte, Italy* Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise
* Handled cash transaction efficiently while adhering to company cash handling policies, ensuring accuracy in all financial exchangers
* Built relationship with customers to encourage repeat business
* Managed returns, exchanges and refunds in accordance with store policy
 |