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| Madalina Raluca Raducescu  **Store Manager**  **08 July 1995  Married**  **madalinaraducescu@yahoo.com**  **+39 3467861193**  Italy, Bergamo  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **LANGUAGES**  ITALIAN | proficient C2  ROMANIAN | proficient C2  ENGLISH | 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 |