

Ornella TUFFERY

ASSISTANT STORE MANAGER

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Education

BTS (Brevet de Technicien Supérieur)

MANAGEMENT DES UNITÉS COMMERCIALES

- Two years degree after A Level in Commercial Studies

Paris, France

Sept. 2010 - Aug. 2012

BACCALAUREAT SCIENTIFIQUE

SPECIALITY MATHS

- High School Diploma in Sciences

Meaux, France

Sept. 2009 - Jun. 2010

Experience

Sale advisor at Tod's Group

TOD'S, FAUBOURG SAINT HONORÉ STREET

- Customer Reception & Care, Support and Advice
- Merchandising and Inventory
- Sales Through Analyses

Paris, France

Sept. 2012 - PRESENT

Assistant Store Manager (replacement)

TOD'S, DEPARTEMENT STORE BON MARCHÉ

- Colaboration with the Store Manager
- Manage & Supervise Sale advisors team on each floors
- Contribute to the developement of a hight quality customer service
- Back Office (Morning brief, Turnover & KPI's Analyses)
- SAV, Inventory

Paris, France

May 2015 - May 2016

Sale advisor at Tod's Group

HOGAN, SLOANE STREET

- Customer Reception, Support and Advice
- Merchandising, Rolling Stock-take and Inventory
- Cashier Control, Cashing up

London, United Kingdom

Oct. 2013 - July 2014

Sale advisor as part of Work-Study Program

MARITHE + FRANCOIS GIRBAUD

- Customer Reception
- Employee planning, Inventory, Merchandising
- Cashier control

Serris (La Vallée Village), France

Sept. 2010 - Aug. 2012

Skills

LANGAGES

French, Mother Tongue

English, Level B2/2 obtained at TOD'S Training Center

Spanish, Knowledge of

INTERNAL TOD'S GROUP TRAINING

"Manage everyday", 24 hours of training

"Customer engagement", 8 hours of training

English training, 35 hours of training

SOFTWARES

SAP, DIMODA, Microsoft Office,

Personal Details

SPORTS

HorseBack Ridding (Equestrian), Swimming, Badminton & VolleyBall,

TRAVELS

Fance, Germany, Great-Britain, Morocco, Netherlands, Spain,