**Tatyiana Flood**

68 Marcus Garvey Blvd, Apt 5D Brooklyn, NY, 11206 ​∙ (718) 223­3451 ​∙ ​t.flood.2396@gmail.com

**Educational Experience**

**New York City College of Technology, Brooklyn, NY**

*B.A in Business and Technology of Fashion (2019)*

* Dean’s List since 2016
* Graduated with Cum Laude
* GPA 3.3

**New York City College of Technology, Brooklyn, NY**

*A.S in Fashion Marketing (2016)*

* Dean’s List (*2016)*

**Professional Experience**

**Topshop, New York, New York**

*Personal Shopper (2018-Present)*

* Offering wardrobe assistance to clients based on currents trends and client stylistic preferences
* Meeting sale goals for the week
* Training and leading a team of stylist

**Topshop, New York, New York**

*Till Associate (2016-2018)*

* Increasing the company’s Units Per Transaction by Adding on essential pieces to the transaction
* Converting returns into exchanges
* knowledge of company’s goals, best sellers, product information and customer cues
* Verifying Customer’s receipts and invoices
* Ensuring proper phone etiquette when answering calls

**Our Children’s Center**

*Teacher’s Aide (2015-2016)*

* Assisting in attending to and caring for toddlers, ages one through three
* Managing and monitoring the play, science and restroom area.
* Producing creative educational lessons for teaching numbers and colors

**Century 21 Department Stores**

*Cashier (2014-2015)*

* Utilizing POS Systems in various departments (Men’s Department, Women’s Department, Accessories Department and Shoes/Children’s Department)

**Skills and Qualifications**

* Superb critical thinking skills with the ability to analyze and solve complex issues quickly, accurately, and efficiently in a fast-paced environment, and multi-task and manage multiple project objectives
* Effective communicator with excellent oral, listening, written and visual presentation skills; confident interacting with all levels of an organization or with clients
* Customer service, leadership, knowledge of Point of Sale System,
* Experienced working with Microsoft Office (Word, Excel, PowerPoint & Outlook) Google Docs, Google Slides
* Type 50 WPM
* Discreet and trustworthy individual with the ability to make sound judgment calls based on organizational ethics, policies and procedures, and best practices, while maintaining diplomacy, compliance and confidentiality

**References**

References are available on request.