

Angelique Standke

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 0273082058

I am an enthusiastic customer care, sales and marketing professional and moved to New Zealand in 2014. Having previously worked in a number of dynamic full-time positions, I am sporting a positive “can-do” attitude and have a great performance track-record of both work & study achievements.

I especially thrive in Marketing, HR, Customer Service, relationship management and organisational challenges, completing my (part-time) distance study towards International Business Communication (Bachelor of Arts) at the same time. Reading, blogging and outdoor photography are my passions.

WORK EXPERIENCE

08/2015 – today

Fairfax Media

Receptionist / Editorial Administrator (Temp)

- *Administrative support to Syndication Sales and Editorial division*
- *Customer support and enquiry management*
- *Ad placement and billing support*

08/2013 – 12/2014

Wealth Management
 Capital Holding GmbH

(Retail Asset Management
 unit of the UniCredit bank)

Real Estate Asset Management Professional

- *Negotiation handling and B2B customer care for clients, landlords and office managers on daily basis*
- *Social Media engagement support for seasonal sales events*
- *Financial management of all relevant property aspects*
- *Development of contractual agreements and coordination of sign-off procedures for 7 digit deals*
- *Asset document management*

11/2012 – 05/2013

erento GmbH

(Online sales platform –
 comparable in size and
 type to trademe.co.nz)

(Online) Sales Manager

- *B2B sales for an online auctioning platform*
- *Advertising sales & visual marketing customer support*
- *Search engine optimisation & marketing for business customers*
- *Advertising campaign management*

01/2011 – 11/2012

TJX Companies

(Largest offprice retail
 company in Europe)

Deputy Manager

- *Customer care & 2nd level customer relationship management*
- *Merchandising and store presentation optimisation*
- *Successfully increasing sales & return rate reduction KPIs*
- *Human Resources development for 40+ staff*
- *Performance management and conducting staff reviews*

01/2010 – 01/2011

Galeries Lafayette GmbH

Duty Manager

- *Human Resources planning for 10+ staff*
- *Premium and luxury goods sales*
- *Retail and “point-of-sale” optimisation*

EDUCATION

2015

The Shaw Academy

Diploma in Social Media Marketing & Online Reputation Management - ongoing

2013 – 2015

Distance Study at
AKAD University,
Germany**B.A. International Business Communication**

Tertiary qualification - ongoing

- *(International) Marketing*
- *(International) Economics*
- *Human Resources*
- *Multicultural studies*

2007 - 2010

Galeries Lafayette &
Oscar Tietz Trade School**Retail Management Assistant (Trade)**

Tertiary qualification - high distinction (92%)

- *Retail Management*
- *Economics*
- *Finance*

2004 - 2006

Oberstufenzentrum
Strausberg**A-Level High School****LANGUAGES & SKILLS**

Languages

German (native speaker), English (business fluent)

Skills

Excellent

- *Customer Service / CRM*
- *Business Communication*
- *Campaign Management (Advertising & B2B Sales)*
- *Digital Media (Social Media, SEO, SEM)*
- *Asset Management (Real Estate)*
- *Retail Management*

Very good

- *Leadership*
- *Human Resource Development*
- *MS Office Suite (Excel, Word, PowerPoint)*
- *Enterprise Software (ERP - Oracle)*

References

Please note that these referees are located in Germany and may be on holiday leave at the time of your request.

Wealth Management Capital Holding GmbH

Stefanie Beuker – Senior Leasing Manager

Stefanie.Beuker@Wealthcap.com

Bestseller

Katharina Krys – Brand Manager

(former Deputy Manager at TJX Companies)

Katharina.Krys@Bestseller.com