

LUCAS VALENCA

Ashford, Kent | 07729 962555 | lucasvalenca002@gmail.com

| Eligible to work in the UK | Local Ashford resident

PROFESSIONAL PROFILE

Reliable and customer-focused professional with extensive experience in retail operations, team leadership, and inventory management. Proven track record of improving efficiency, managing stock systems, and delivering excellent customer service in fast-paced environments. Multilingual with strong communication skills and a practical approach to problem-solving. Available for immediate start.

KEY SKILLS

- **Customer Service:** Building positive relationships, handling queries and complaints, ensuring customer satisfaction
- **Retail Operations:** Stock control, inventory management, till operations, merchandising, supplier coordination
- **Team Leadership:** Supervising teams, training staff, delegating tasks, achieving targets in collaborative environments
- **Organisation:** Managing multiple priorities, working efficiently under pressure, meeting deadlines consistently
- **Languages:** Fluent in English and Portuguese, conversational Spanish, intermediate Italian
- **Technology:** Confident with POS systems, inventory software, Microsoft Office, and digital tools
- **Physical Capability:** Active and fit, comfortable with manual handling, able to work in all weather conditions

WORK EXPERIENCE

Operations Coordinator

Smart8, London | September 2023 – Present

- Coordinated projects across multiple teams, ensuring on-time delivery and quality standards
- Improved operational efficiency by 25-30% through process improvements and team coordination
- Managed stakeholder relationships, maintaining high satisfaction through clear communication
- Handled multiple priorities in fast-paced environment while maintaining attention to detail

Retail Operations Manager

Packaging Source, Dartford | May 2022 – September 2023

- Managed retail platform operations, coordinating with suppliers and internal teams
- Improved stock accuracy by 15% through enhanced inventory management systems
- Led cross-functional teams to deliver customer-focused retail initiatives
- Coordinated deliveries, managed stock levels, and ensured smooth daily operations

Operations Team Leader

Hub8.tech, London | January 2016 – April 2023

- Led team of 12 staff members, overseeing delivery of multiple projects simultaneously
- Streamlined operational processes, reducing delivery times by 30% through efficiency improvements
- Managed client relationships across European markets, ensuring satisfaction and repeat business
- Negotiated supplier partnerships, achieving 18% cost savings whilst maintaining quality standards
- Developed reporting systems improving accuracy by 25% and supporting data-driven decisions

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Business Administration | UniFil, Brazil (2003-2007)

Business English Studies | Frances King, London (2008-2010)

Additional Certifications: Agile Project Management (Google), Google Analytics, Brand Management (University of London)

AVAILABILITY

Available for full-time or part-time positions with flexible hours including evenings and weekends. Can start immediately.