



MILLA

TOPALOVIC

PERSONAL PROFILE

Swedish retail and service professional based in Milan, with experience from fashion retail, grocery retail and hospitality. I enjoy environments where people, brands and experiences come together, and I am especially interested in fashion, retail and customer experience.

SKILLS

- Friendly and confident when communicating with customers
- Enjoy working with people and creating a welcoming atmosphere
- Responsible and organised, with experience taking initiative
- Comfortable working in fast-paced environments
- Good teamwork skills and a positive attitude
- Confident speaking both Swedish and English

LANGUAGES

Swedish	Native
English	Fluent
Italian	Currently learning

CONTACT

+46 70 722 09 63
milla.topalovic@outlook.com
Milan, Italy
Helsingborg, Skåne, Sweden

WORK EXPERIENCE

ICA Maxi Supermarket Berga

SALES ASSISTANT & CASHIER SUPERVISOR — JUNE 2024 — AUGUST 2026

Working in a busy supermarket with a focus on customer service and daily store operations. As Cashier Supervisor I coordinate colleagues shifts and tasks and handle closing procedures, which has made me more confident, responsible and calm under pressure.

- Helping customers and providing friendly service
- Handling payments and cashier duties
- Working efficiently during busy periods
- Coordinating shifts and closing procedures as Cashier Supervisor

H&M

FASHION RETAIL SALES ASSISTANT — FEBRUARY 2025 — AUGUST 2025

Worked in a fashion retail environment where I gained experience in customer service, teamwork and store operations. This role strengthened my interest in fashion and my confidence in customer-focused work.

- Helping customers with questions, purchases and finding products
- Keeping the store organised and inviting
- Restocking and presenting products
- Supporting the daily running of the store together with colleagues

Takami Sushi

RESTAURANT STAFF — 2022 — 2024

Worked in a busy restaurant where I developed strong customer service skills and learned to work efficiently under pressure. Working in touristy Helsingborg also improved my English through daily contact with international guests.

- Serving customers and handling orders
- Communicating with guests from different backgrounds
- Supporting the team during busy periods

EDUCATION

Campeon Frigymnasium (High School)

SOCIAL SCIENCES — MEDIA & COMMUNICATION — 2022 — 2025

Developed my communication skills and gained a deeper understanding of society and international relations.

- Model United Nations project on global politics and international cooperation
- Founded a UF fashion company with a classmate (entrepreneurship and business planning)
- Educational trip to Berlin, including a visit to Auschwitz

INTERESTS

FASHION	STYLING	CUSTOMER EXPERIENCE	TRAVEL
CULTURE	SOCIAL MEDIA	HEALTH AND WELLBEING	