



Saeeda Arshad

I am friendly and aim to provide excellent customer service and have experience doing so.

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Languages

English

About

Experienced Customer Advisor with over four years at Boots, skilled in customer service, product promotion, and store operations. Proficient in merchandising, cash handling, and adaptable to diverse retail environments. Passionate about delivering a positive shopping experience.

BRANDS WORKED WITH

- RECOVERY FOCUS, RICHMOND FELLOWSHIP
- Ethnic Health Forum.
- BOOTS- ASHTON, STAVELEIGH WAY
- MENCAP CHARITY- TAMESIDE BUSINESS PARK
- MARKS AND SPENCER- ASHTON MOSS

Experience

- RECOVERY WORKER**
RECOVERY FOCUS, RICHMOND FELLOWSHIP | Sep 2023 - Sep 2024
 - I am responsible for supporting service users with their daily needs and for guiding them through sessions that are aimed to improve their mental health and wellbeing.
 - Keep up to date with case notes based on interactions with service users.
 - Liaise with the GP and pharmacy to order medication for the service users, as well as dispensing and administering the medication.
 - I am responsible for key working two service users, so I write and update Personal and Safety Risk Assessments, Support plans and monthly summaries for these service users.
 - Update CMHT, Psychiatrists, GP, CGL, Probation and pharmacies etc. on behalf of the service users.
- VOLUNTEER**
Ethnic Health Forum. | Mar 2023 - Apr 2023
 - Helped create a personal development plan in the context of psychology for the service users at EHF as part of the Pathway to Prosperity project.
 - Attended weekly wellbeing and English language support sessions to assist the clients at EHF. 05/2022 TO 10/2022
- CUSTOMER ADVISOR**
BOOTS- ASHTON, STAVELEIGH WAY | Oct 2019 - Sep 2023
 - My main roles include providing excellent customer service by going above and beyond to help provide the best customer experience, promoting new products and special offers, ensuring the shop looked presentable at all times, date checking, making orders, working in operations and merchandising, opening and closing the store, and cashing up.
 - I held a good understanding of the products sold at Boots which I found essential as being well versed in the features and benefits of different products allowed me to assist customers effectively in making informed purchasing decisions and ensuring a positive customer experience.
- VOLUNTEER ASSISTANT**
MENCAP CHARITY- TAMESIDE BUSINESS PARK | Jun 2018 - Jun 2018
 - Worked alongside people with learning disabilities, helping them with different activities.
 - I used lots of new skills such as working independently, being able to develop my communication skills, and I now have a better understanding of how to act in a professional manner within the workplace.
- VOLUNTEER ASSISTANT**
MARKS AND SPENCER- ASHTON MOSS | Jun 2016 - Jul 2016
 - Helped with stacking shelves, answering customers' questions, managing fitting rooms etc. Developed skills such as Teamwork (as I worked

alongside another student), Learning how to interact with customers, and Confidence.

Education & Training

- 2023 - 2023 ● **Manchester college**
L2 COUNSELLING CONCEPTS,,
- 2020 - 2023 ● **Manchester Metropolitan University**
BSC (HONS) PSYCHOLOGY,,
- 2017 - 2019 ● **Ashton Sixth Form College**
A-level,