



Alisha Osman

Retail Assistant

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Languages

English (Fluent)

Spanish (Work Proficiency)

Somali (Fluent)

Arabic (Basic)

About

I excel as a Sales Assistant at Cleopatra Hair & Cosmetics, specialising in customer service, upselling, and visual merchandising. I thrive in dynamic retail environments and am fluent in English, Spanish, Arabic and Somali

BRANDS WORKED WITH

Cleopatra Hair & Cosmetics

Experience

● Retail Assistant

Cleopatra Hair & Cosmetics | Sep 2023 - Jul 2024

- Handled customer inquiries and complaints with professionalism, offering solutions to meet their needs.
- Utilised product knowledge to upsell and cross-sell, enhancing customer purchases and store revenue
- Maintained high standards of visual merchandising to promote store layout and product presentation.
- Greeted customers upon entry, offering assistance and guidance to enhance shopping experience.
- Monitored fitting rooms, assisting customers with garment fitting and providing honest feedback.
- Assisted in organising in-store promotions and events to attract new customers and retain existing ones.
- Fostered a positive team atmosphere, encouraging collaboration and mutual support among colleagues.

Education & Training

2024 - 2026

● Kings Interhigh

A-levels,

2023 - 2024

● Harefield Academy

GCSE,