

Syed Shaheedi

CUSTOMER SERVICE

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Languages

- Pashto
- Urdu
- English

About

Experienced retail professional with a strong background in customer service and sales at Mega Games, Superdrug, and Adidas. Skilled in merchandising, stock management, and maintaining store presentation standards. Adaptable and efficient in fast-paced environments, dedicated to delivering excellent customer experiences.

BRANDS WORKED WITH

- Mega Games
- Superdrug, Shepherds Bush
- Expert-Mobiles
- Shuraa Management and consultancy
- Addidas- Wembley Designer Outlet
- Poundland, Shepherds Bush

Experience

● Customer Service Advisor

Mega Games | Jul 2019 - Now

- Delivering a high standard of customer service
- Ensuring customers shopping was processed, packed and paid for without unnecessary delays
- Assisting customer with any queries and helping them to locate items needed
- Assisting with stock takes and stock rotation
- Displaying stock on shelves
- Merchandising goods in an attractive manner to maximize sales
- Ensuring the shop floor and aisles were clean and tidy and free from hazards
- Adhering to health and safety regulations July 2019 - To Present

● Sales Assistant

Superdrug, Shepherds Bush | Aug 2012 - Sep 2013

- Serving customers and ensuring stock was replenished
- Displaying good listening skills, identifying customer needs and responding to them quickly
- Operating payment till and taking card and cash payments
- Maintaining good product knowledge of everything we stocked



● Customer Service Advisor/PC Repair Technician

Expert-Mobiles | Aug 2011

- Offering a high level of customer service and aftercare advice Aug '11
- Oct '09 - Aug '11
- Selling PC equipment, accessories and mobile phones
- Taking responsibility for general cleaning and presentation of the store
- Assisting in the opening and closing of premises

● Business Admin and support

Shuraa Management and consultancy |

- Responding to emails, letters, and phone calls
- Coordinating with internal and external stakeholders to find suitable meeting times and venues
- Maintaining accurate records of business transactions and customer information
- Maintaining an adequate supply of office materials
- Processing invoices, maintaining financial records, and assisting with budgeting

● Sales Advisor

Addidas- Wembley Designer Outlet |

- Duties:
- Providing consistent high standards of excellent and efficient customer

services

- Retaining a current working knowledge of all products, services, and promotions

- **Sales Assistant**

Poundland, Shepherds Bush |

- Assisting customers on the shop floor
- Filling shelves and managing stock replenishment

Education & Training

2014

- **Spear, Hammersmith**

Personal & Career Development Course,

2011 - 2012

- **Ealing, Hammersmith and West London College**

ESOL Entry 3 Literacy and Reading,

1997 - 2004

- **Progressive Junior High School**

GCSE – (Grades 10 A- C's),