

Mehrdad Shiravani

Sales Assistant Manager

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Languages

English

About

A driven, enthusiastic and self-motivated learner with a strong work ethics which can work independently or as part of a team. Skilled to explain complex concepts to non-technical audience. Strong analytical and problem-solving skills, particularly in laboratory setting. Thrived in a fast paced and dynamic environment and constantly seeking new opportunities to learn and grow. Cultivated strong foundation in customer service and learned to communicate effectively with others.

BRANDS WORKED WITH

Chencheneh grocery store

Green lane eye care centre

Tottenham Hotspur Stadium

Experience

● Events steward

Tottenham Hotspur Stadium | Nov 2022 - Now

- Developed a great relationship with the team that I was working with. improved my attention to details skills, primarily in response to potential hazards within the venue..
- Gained the ability to effectively communicate stadium rules and regulations to attendees, as well as the skill to prevent issues from escalating, and the capacity to swiftly respond to challenges within a dynamic and fast-paced environment.
- Delivered exceptional and globally renowned customer service.

● Optical assistant

Green lane eye care centre | Mar 2020 - May 2020

- Strengthened my communication skills by scheduling appointments and creating patient file through phone calls and direct meetings.
- Acquired the skill of repairing glasses with minor issues. Disassembled unfixable glasses and arranged the components in collections for potential use in similar models.
- Transformed 160 of 200 patients hard copy files into digitalised and organised files using Microsoft excel and special software.

● Sales Manager

Chencheneh grocery store | May 2017 - Dec 2018

- Elevated the annual return by 8% through skilful negotiation of product prices with whole sellers and strategically sourcing the products from the most favourable sellers within the market.
- Built strong customer service and problem-solving abilities by engaging with costumers face-to face and over the phone.
- Supervised a team of 6 employees and introduced, planned and ran 3 weeks paid annual leave programme for the employees. Fully restructured work schedules to align with both the team and owner's needs.

Education & Training

2022 - 2023

● Birkbeck, University of London

Biomedicine,

2021 - 2022

● College of Haringey, Enfield and North East

AQA GCSE English,

2020 - 2022

● College of Haringey, Enfield and North East

Bachelor of Science,

2020 - 2021 ● **College of Haringey, Enfield and North East**
AQA Level 3 Mathematical Studies (Core Maths),

2019 - 2020 ● **College of Haringey, Enfield and North East London**
AQA GCSE mathematics,