



Narcisse Kalala

Warehouse Operative

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Languages

English

About

With hands-on experience at Sainsbury's Thameside, I excel in teamwork, communication, and customer service. My adaptability makes me ideal for dynamic retail environments, skilled at managing tasks efficiently while providing excellent customer support.

BRANDS WORKED WITH

Sainsbury's Thameside

Experience

● Warehouse Operative

Sainsbury's Thameside | Nov 2022 - Jan 2023

- I demonstrated time management and organisation skills collected over 100 items throughout the warehouse, prepared and managed to put them in each allocated cage which was well-arranged and maintained before 1pm which was the deadline.

- I demonstrated excellent customer service at Sainsbury's warehouse by going above and beyond to help customers find what they needed, answering their questions and addressed any concerns they had. I once helped a customer find an item that was out of stock by calling a nearby store to see if they had it and offered to have it shipped to their home free of charge. The customer was appreciative and left positive feedback about their experience.

- I demonstrated written and verbal communication skills by effectively communicating with customers, colleagues and managers. I wrote clear and concise emails to confirm orders or any questions or concerns they had including myself. I also communicated effectively with my colleagues and managers to ensure that orders were fulfilled accurately and on-time. Additionally, I was able to explain complex issues to customers in a way that was easier for them to understand.

- Working as part of a team at Sainsbury's warehouse, I demonstrated my ability to collaborate effectively with my colleagues to ensure that orders were fulfilled correctly and on time. I worked on a large order which I communicated with my team members to ensure that we were all on the same page and working efficiently. I also helped my colleagues with tasks such as organising product items in each cage. By working together and supporting each other, we were able to complete the order quickly and correctly.

- I demonstrated my adaptability and flexibility at Sainsbury's warehouse by being able to quickly adjust to changing circumstances and work effectively in different roles. When a team member called in sick, I was asked to take or cover their role in addition to my own. I was able to learn new tasks and new responsibilities. I worked in different areas of the warehouse such as the Chill area to pack the items depending on where I was needed most.

- I was able to identify and resolve issues related to the packages and the missing cages. When a package was misplaced, I worked with my team members to track down the package and ensure that it was delivered to the customer as soon as possible. Additionally, when a cage went missing, I was able to determine that it had been mistakenly sent to a different location. I then worked with my colleagues to retrieve the cage and ensure that it was returned to the warehouse in a timely manner.

Education & Training

2021 - 2022

● Royal Holloway University of London

MSc Information Security(INCOMPLETE),

2018 - 2021 ● **University of West London**
Bachelor of Science,

2015 - 2018 ● **Shooters Hill College**
BTEC,