

# Samihah Akhtar

Sales Associate

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## Languages

- English (Native)
- French (Basic)
- Panjabi (Fluent)
- Urdu (Fluent)

## About

**P R O F I L E** I am a highly motivated and resilient young individual who is studying law at university, With experience as a retail assistant at multiple businesses i confidently serve customers with excellent customer service, engage well with customers whilst answering queries, helping them find products. I am seeking a retail opportunity to develop my fashion knowledge in current and future trends and help customers to have a great shopping experience.

### BRANDS WORKED WITH

- JD sports Islington
- Obaseki Solicitors
- Primark (Marble Arch)
- Victoria Secret Bond Street

## Experience

### ● sales associate

Victoria Secret Bond Street | May 2023 - Aug 2023

. drives top line stores sales and growth by personally selling to customers . moves with intention throughout the store,connecting with multiple customers. .proactively engages with customers, read cues and respond effectively .creates a memorable connection by asking effective questions to indentify customer needs and make compelling bra and additional product category reccomendations . uses confident selling statements and is effective at overcoming customer objections. . provide customers with the perfect bra fit by asking effective questions , taking a measurement , or conducting a fitting. . displays expert product knowledge and takes initiative to elevate personal knowledge of product categories. . participate in sales goal setting with manager and tracks individual performance towards the goal. . converts to return , offers and other promotions into larger sales. . delivers a friendly and effective cash wrap experience processing customer transactions accurately and efficiently at the point of sale (POS) or mobile register , as needed. . driving top line store sales results and growing the business through action and productivity . maintaining a focus on bras as the premier product differentiator , to build loyalty and support our " best at bras" culture . . creating customer awareness of programs available to them to build customer loyalty , when applicable. . setting personal goals and tracking individual and team performance to the goals . preparing for each shift by maintaining awareness of all sales, promotions and applicable ringing procedures. . taking initiative to recover and replenish merchandise , so it is available to sell. . understanding and adhering to visual merchandising brand standerds. . assisting in housekeeping of sale floor and communicating maintainance issues . keeping an awareness of , and building personal capability in , loss provention . supporting all activities related to providing a safe working environment . understanding all demonstrating company values .

### ● sales assistant

JD sports Islington | Aug 2022 - Oct 2022

. Working in a team to maximise store profitability by exceeding sale targets. . Utilising in store devices , offering the customer the whole product range. . Provide alternatives and add on sales at every opportunity . . Providing customers with the best customer service . Greet all customers in a warm , genuine and friendly manner . Keep stock , clean and presentable at all times . . Replenishing stock when needed . Making sure the full sized range is on the shop floor where possible. Assisting in the maintenance of standards on the shop floor and for all displays and merchandise. . To deputise for other staff, work within departments , or carry out other duties as required.

### ● retail assistant

Primark (Marble Arch) | Dec 2021 - Aug 2022

. Put out and maintain stock on the shop floor. . Serve customers on the till to finalise customers purchases. . Answer customer queries whilst on

the shop floor . . Conduct exchanges refund on the till. . Ensure the shop floor/ designated area assigned is tidy. . Provide customers with excellent customer service .



- **Administrator/ Receptionist**

Obaseki Solicitors | Dec 2019 - Dec 2019

. Attend phone calls . . Call clients to remind them of their appointments . Call clients to make any rearrangements of their appointment if they or their solicitor is not available to have a meeting with them. . Call the solicitor to inform them that their clients have arrived for their scedule appointment. . Make sure that everyone in the firm including myself, sollicitors , clients logged the time they arrived and departed in the logbook as this is a safety concern. . Make promotional videos for the firm using promo.com

## Education & Training

- **Frederick Bremer School**

(GCSEs),

- **Sir George Monoux College**

vocational science level 2,

- **Sir George Monoux College**

level 3 business extended diploma,

- **City, University of London**

LLB,