



Brittany Kivuila

Retail assistant
Teacher assistant

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Languages

English

About

A highly motivated student looking for a part- time job in retail ,hospitality or restaurants on the days I have off. With a high level of motivation and courage to work to the best of my ability weather at College or through volunteering and throughout my education I have learnt life skills such as working as a team in which I would be able to do whilst at work also as I am a people's person so it's easy for me to work with others I wish to expand my skills in retail and customer service.

BRANDS WORKED WITH

AXCIS

Savers

Tescos

ZARA

Zen

Experience

Teacher assistant

Zen | May 2023 - Nov 2023

- Helped the kids with their work
- Took the children for play time out side
- Taught the children new skills
- Help the teachers on school trips
- Looked after pre school children and babies

Hospitality (2023 jan-may)

- Wembley stadium Bartender
- Twickenham stadium Bartender
- Tottenham Stadium cashier



Sales associate

ZARA | Feb 2022 - Sep 2022

- Maintained a clean, organised inventory and curated displays of rotating seasonal clothing and accessories.
- I anticipated customer needs and provided them with high quality service while upholding brand standards and values to ensure customer satisfaction
- With fitting rooms, I happily guided customers through process of successfully finding their ideal styles
- Managing the tills, I meticulously handled POS system transactions including, credit cards, cash, exchanges, returns and refunds to ensure seamless and accurate cash flow
- I ensured to actively keep customers informed about latest sales offerings and loyalty programs
- Upheld all COVID-19 protocols including increased sanitisation, enforcing mask policies and ensuring a limited capacity

Team Member

Tescos | Jul 2021 - Dec 2021

- Stacking up shelves
- Maintaining outstanding store conditions
- Making sure to ask customers if they needed anything and greeting them as they would come in to the store
- ForEnsuring high level of customers service and satisfaction through advising on products
- Maintaining a fully stocked store
- - Provided exceptional customer service
- - Warmly welcomed 500-1000 customers per shift into the store and offered advice on products and help with finding merchandise
- - Informed customers about all the latest sales, marketing campaigns and special offerings
- - Regularly ensured all shelves and displays were properly stocked in a neat and orderly fashion
- - Used ESL systems to survey and maintain the proper labelling of over 3,000 items of inventory throughout my area
- Haringey Shred Charity Practitioner
- Help out with daily after school activity such as dance club and acting

club

- Helping organising events with the older experienced practitioners
- Help the younger children aged between 4-8 achieve something new and teach the routines



● **Retail assistant**

Savers | Mar 2021 - Jul 2021

- Welcome and greet customers
- Maintain fully stocked store by putting out products
- Stacking up shelves
- Maintaining outstanding store conditions
- Making sure to ask customers if they needed anything and greeting them as they would come in to the store
- Ensuring high level of customers service and satisfaction through advising on products
- Maintaining a fully stocked store



● **Teacher assistant**

AXCIS | Sep 2020 - Mar 2021

- Helped the kids with their work
- Took the children for play time out side
- Taught the children new skills
- Help the teachers on school trips

Education & Training

2023 - 2026

● **University of East london**

Degree, Child studies and Edy

2020 - 2023

● **Haringey sixthform college**

Level 3 certification , Health and social care