



Iman Omar

Confident, excellent customer service and communication skills. Great team player, prompt effective and efficient.

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Languages

Arabic (Basic)

English (Fluent)

About

Fuelled by a love for fashion and retail, my roles at Victoria's Secret and Adidas refined my skills in sales targets achievement, stock replenishment, and exceptional customer service. I am fluent in English, and basic in Arabic, ready to enhance customer experiences in diverse retail settings.

BRANDS WORKED WITH

ARCH

HM Revenue & Customs

Parkview Surgery

Victoria's Secret

Adidas

The Medical Centre

Experience

● Administrator clinical support

ARCH | Nov 2022 - Mar 2023

- Register clients
- Use of system one
- Data Entry
- Delivering excellent service
- Answering incoming/ making outgoing calls
- Responding to emails
- Book clients in with doctors/nurses/ social workers
- Arranging transport
- Updating drug and alcohol workshop register
- Coordinate attendance to workshops, issuing invite letters.
- Updating client records

● Customer Service Advisor

HM Revenue & Customs | Nov 2021 - Jan 2022

- Using multiple software systems at any one time
- Handling with Tax enquiries
- Completing pension payments
- Communication and writing skills
- Registering customers for Self-employment
- Assisting customers with National insurance queries
- Assisting customers with refund payments
- Dealing with customer complaints



● GP Receptionist

Parkview Surgery | Sep 2017 - Jan 2020

- Use of Emis System
- Taking patient calls, redirecting/directing where necessary.
- Handling patients prescription queries.
- Dispensing repeat prescriptions.
- Booking patients appointments.
- Arranging transport.
- Patient registration.
- Providing excellent customer care.



● Sales Associate

Victoria's Secret | Apr 2013 - Sep 2014

- General cleaning duties
- Replenish store products
- Providing excellent service/sales skills
- Meeting targets
- Cash till duties
- Product knowledge



● Sales Associate

Adidas | Jul 2010 - Nov 2012

- Greeted customer on arrival to the store
- Add on sales
- knowledge of products
- Reaching set targets
- Handling payment/refunds
- Replenish store products



● **GP Administrator**

The Medical Centre | Apr 2023 - Apr 2024

- Processing referrals via ERS/REGO
- Scanning through docman
- Update Patients of results
- Data Entry
- Use of Emis system
- Meeting deadlines
- Dealing with complaints
- General admin duties

Education & Training

2020 - 2021

● **The Open University**

Certificate of Higher Education in Childhood And Youth Studies,