



Shakira Sayad

Customer Service Assistant

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Languages

- Hindi
- Urdu
- English

About

With proven expertise in enhancing customer satisfaction and maintaining sales floor stock at Sainsbury and World Duty Free, I excel in high-pressure retail environments. Fluent in English, Hindi, and Urdu, my multifaceted skills ensure exceptional service standards across diverse product categories.

BRANDS WORKED WITH

- Sainsbury
- World Duty Free

Experience

● Customer Service Assistant

Sainsbury | Mar 2019 - May 2021

- Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Adhered strictly to policies and procedures for continued company compliance.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.



● Customer Assistant

World Duty Free | Mar 2016 - Jan 2017

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- Adhered strictly to policies and procedures for continued company compliance.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Maintained sales floor stock levels through consistent monitoring and regular replenishments.

Education & Training

2002

● Stratford

Networking,