



# Syed Nofil Hus-sain Shah

Customer Service and Retail Assistant

📍 36 Sidney Rd, Harrow HA2 6QE, UK

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## Languages

Sindhi (Native)

Urdu (Native)

English (Native)

Hindi (Native)

## About

I am an experienced retail professional, skilled in efficient checkout service, cash handling, and maintaining high standards of customer care. Adaptable to various retail environments with a passion for enhancing customer experiences and problem-solving. Fluent in Sindhi, Urdu, English, and Hindi.

### BRANDS WORKED WITH

St Lukes Hospice Volunteer

Asda

COLLINS PHARMACY VOLUNTEERING

LOAN SOLUTIONS LTD

THE LEARNING LABS

Fiverr

## Experience

### ● Volunteer

St Lukes Hospice Volunteer | Jan 2024 - Jan 2024

- Delivered swift and efficient checkout service while upholding high standards of customer care
- Managed cash and card payments, ensuring accurate and efficient balancing and cashing up.
- Conducted routine quality checks to guarantee that all products meet high standards and are in a sellable condition.
- Assisted customers with questions and concerns



### ● Service Colleague

Asda | Dec 2023 - Apr 2024

- Assisted customers and directed any complaints to manager.
- Operated cash register and processed sales transactions, handled cash and operate card payment system accurately.
- Restock shelves and accurately scanned items
- Ensure correct pricing and accurate scanning of items

### ● Volunteer Pharmacist

COLLINS PHARMACY VOLUNTEERING | Jun 2023 - Jun 2023

- In charge of assisting customers with their prescriptions, as well as bagging and shelving prescriptions. Additionally, responsible for maintaining cleanliness and tidiness on the shop floor.
- Acquired new knowledge and honed key skills including communication, attention to detail, and time management.
- Obtained relevant information to address customer inquiries and promptly resolved any issues to ensure a quick and successful resolution.
- Maintained consistent product availability by stocking, replenishing, and organizing shelves.

### ● TRAINEE ACCOUNT ASSISTANT

LOAN SOLUTIONS LTD | Feb 2023 - Nov 2023

- Managed purchase ledger by performing monthly payment runs and registering invoices
- Reconciled Profit and Loss Balance Sheet
- Learned how to enter transactions into QuickBooks
- Prepared reports and projections using past financial data.

### ● TUTOR

THE LEARNING LABS | Oct 2022 - Jan 2023

- Planned lessons to target weak areas of students
- Provided tutoring of Math and English GCSE helping students perform well in school
- Promoted academic success
- Updated parents on Student's product and gave them feedback
- Adapted to different learning styles of different students to teach effectively



- **FREELANCE VIDEO EDITOR**

Fiverr | Jun 2021 - Sep 2022

- Manage projects and workflows for multiple ads
- Delivered edits with multiple camera angles, titles, graphics, audio and special effects using Adobe Premiere Pro and After Effects.

Work Experience:

## Education & Training

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2022 - 2024

- **St Dominic's Sixth Form College**

A\*A\*A\*A, A level Maths Further Maths Physics and Business

2020 - 2022

- **Whitefriars School**

10 GCSEs including Maths and English ,