

Abida Abdal

Sales Advisor

[View profile on Dweet](#)

Languages

English

About

MANIFESTO - I believe that as a member of your team I will be committed to being an employee that can confidently build relationships with customers and is driven to deliver complimentary customer service. I am a flexible and clear communicator that enjoys working in a team and when put in new situations, I usually find it simple to adapt and become comfortable. Furthermore, I recognise the importance of altruistic customer service, thus, I put my all into my work and I am driven to create a community-based environment.

BRANDS WORKED WITH

Follie

Pandora

Stay Belvedere Hotels Ltd

Swift Switch

Tesco

The stay club Kentish Town

Experience



● Customer Assistant

Tesco | Jan 2021 - Now

- Replenishing Stock and Reductions
- Condensing stock and handling Products with care to maintain product quality
- Interacting with customers and serving them on Checkout

● Energy Consultant (BROKER-SALES)

Swift Switch | Jun 2021 - Jan 2021

- Making outbound calls and generating new business opportunities with prospective customers across the UK
- Building a strong pipeline of opportunities ensuring sales, Targets, and KPI's are met
- Building long term relationships and developing account plans for prospective customers,
- Capturing customer information correctly within the CRM system
- Understanding the utilities industry to offer advice ,guidance, and support to meet business needs of customer and to be able to give the best Customer Service
- Making recommendations and answering question to save customers time and money by matching the best contract for utilities to their business.

● Receptionist

The stay club Kentish Town | Jan 2020 - Jan 2021

- Greeting and welcoming guests and providing them with a positive first impression
- Performed Administrative and Clerical tasks, e.g. Managing all Emails and Database
- Answering and Directing phone calls ; providing information to Callers
- Receiving and sorting mail and Packages
- Maintained and took pride in the appearance of the reception, ensuring it is tidy at all times

● Hotel Management / House officer

Stay Belvedere Hotels Ltd | May 2021 - Jan 2021

- Help tenants leave the accommodation and assist them to their new living accommodation
- First point of contact when dealing with queries about their properties and all aspects of tenancy management
- Check tenants in and enrol them in to their rooms
- Carrying out health and safety checks in communal areas and ensuring the building and ground are safe and pleasant for the residents
- Weekly Health and Safety/ welfare checks on the residents
- Handing Complaints from tenants and writing detailed incident reports to Home Office

During this position, I was able to develop my Communication traits as I had to work conforming to the needs and preferences of the families and individuals that I worked with. This required that we established a reliable and trusting relationship that was maintained through active and regular communication. Simultaneously, it demanded that my punctuality and time-organisation skills enhanced as I had to organise weekly schedules that worked alongside everyone's schedules and included all extra-curricular and weekly commitments.



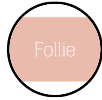
● **Sales Assistant**

Pandora | Jan 2019 - Jan 2021



● **Sales Assistant**

House of Fraser | Jan 2019 - Jan 2020



● **Sales Assistant**

Follie | Jun 2018 - Jan 2019

- Greeting customers when they enter the store and providing professional and friendly customer service to ensure pleasant customer experience.
- Driving sales at every opportunity and achieving daily sale targets.
- Acknowledging customers complaints and dealing with it effectively whilst staying professional
- Stock Replacement

This job allowed me to work alongside a team to deliver customer service to a standard of excellence . During this position, I was able to build secure relationships with my colleagues, our loyal and consistent customers and create connections with new customers. Thus, I was able to enhance my customer service skills including being a confident communicator, patience and a friendly attitude. Further, this role entailed maintaining tidiness on the shop floor, striving to meet daily targets and deal with customer inquiries face to face and over the phone.

Education & Training

2018 - 2020 ● **Paddington Academy**

Level 3 BTEC Extended Diploma in Health And Social Care - DDM,