

# Faiza Omar

Inquisitive individual whose always looking at ways to become better and always having a positive mindset at work

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## Languages

- English (Native)
- Bengali (Native)

## About

I'm an experienced retail professional with a strong background in customer service, cash handling, and stock management. I excel under pressure and have managed front of house operations at various establishments, ensuring top-notch customer experiences every time.

### BRANDS WORKED WITH

- Boba Me
- Cake Box
- chaiwala
- Fairsolution Marketing
- Popeyes
- Hollister Co.

## Experience



### ● Sales Associate

Popeyes | Aug 2023 - Feb 2024

After working in Boba Me I got this Popeyes jobs and my main responsibilities in this job are handling customers, making sure that the customers get the best customer service, stock counts, working under pressure, hosting customers by welcoming customers and tills. Due to my previous jobs my skills was transferable to this job as it was very alike.

### ● Front Of House

Boba Me | Apr 2023 - Jun 2023

I have recently started this job. Boba Me is a bubble tea and dessert shop. I have been picking up new skills such as making desserts, advancing my skills in cash handling, card payments and using tills. In this job my responsibilities is cleaning, making boba teas, desserts, making sure that my food presentation is the best, serving customers and making sure that my customer service is the best as customers deserve the best customer service when they come into the shop.

### ● Brand Ambassador

Fairsolution Marketing | Mar 2023 - Apr 2023

I began working in Fairsolution Marketing as I left Chaiwala due to poor management. Fairsolution Marketing is a direct sales marketing company. I managed to pick up the pitches quickly and how to sell the cilents products to customers. In this job my responsibilities were giving out the best customer service, representing the establish brands, campaigning for clients in direct sales which was face to face, keeping a strong work ethic and leading the team with strong core values.



### ● Sales Assistant

Hollister Co. | Jan 2023 - Sep 2023

- Customer Service: Greet customers warmly and provide assistance in selecting merchandise, answering questions, and offering product knowledge.
  - Sales: Drive sales through effective communication, suggestive selling, and product demonstrations. Meet or exceed sales goals and performance metrics.
  - Merchandising: Ensure the store is well-stocked and visually appealing by organizing merchandise, setting up displays, and maintaining product presentation standards.
  - Store Operations: Assist with opening and closing procedures, handle cash transactions accurately, and follow all company policies and procedures.
  - Team Collaboration: Work effectively with team members to achieve store goals, participate in team meetings, and support other associates as needed.
  - Brand Representation: Maintain a professional appearance and represent the Hollister brand positively both in and out of the store.



- chaiiwala | Aug 2022 - Mar 2023

After working in Cake Box, I then began to work for Chaiiwala. The skills that I have developed in Cake box were easily transferrable to Chaiiwala such as cash handling, stock counts, working well under pressure and having excellent customer services skills. My job roles at Chaiiwala were to assemble food, tills, clean the shop floor, serve customers, stocks counts and delivery. Working In Chaiiwala taught me that I am a quick learner and pick up quite quickly as I picked everything up quickly my work ethic was great, and I managed to be the first person to get a pay raise within the first month of joining the company.

- Cake Box | May 2022 - Aug 2022

This job was my first job that I had at the age of 17. In this job I was required to be working front and back of house as I would be serving customers at once and making sure that Uber or Deliveroo orders went out correctly. As most people get frustrated quickly during the hours where it's busy and when it is short staffed, I have learned how to be an excellent leader for my team. I have maintained being a good leader by providing my team with support and being held accountability. In addition, this job has taught me to be resilient towards customers who are aggressive and how to handle situations in a calm, respectful manner. Money handling was a big part of the job, I learnt how to handle cash and the card machine effectively and to make sure the amounts in the till was correct.

## Education & Training

- 2020 - 2022 ● **Central Foundation Girls' Sixth Form School**  
BTEC National Extended Diploma Grade: DMM,