



Mahfuza Ahmed

I'm a dedicated luxury retail professional with strong customer service skills and a passion for personalized service.

[View profile on Dweet](#)

Languages

English (Native)

About

Experienced Sales Associate with a strong background in luxury retail. Skilled in customer engagement, upselling techniques, and product knowledge. Adaptable and motivated to thrive in dynamic retail environments. Seeking temporary roles to further develop my retail expertise.

BRANDS WORKED WITH

Crest Academy

Stephanie Jackson Recruitment

University of Kent

Monica Vinader

Experience

● Learning Support Assistant

Crest Academy | Jun 2023 - Now

- Provided support to SEN and non-SEN students in an inclusive classroom environment.
- My responsibilities included assisting the teacher in delivering tailored lessons, offering individualised support to SEN students, fostering a positive and inclusive classroom atmosphere.
- Collaborating with the teaching team to ensure the diverse learning needs of all students were met effectively.
- Providing 1:1 support to students with additional needs outside of lessons within science.

● Luxury Sales Associate

Stephanie Jackson Recruitment | Sep 2020 - Jan 2024

- Actively engaging with customers, identifying their needs, and suggesting appropriate products to enhance the shopping experience.
- Utilising upselling techniques to increase sales and meet individual and store sales targets.
- Demonstrating a deep understanding of luxury products and brands carried by the retail store to assist customers with informed purchasing decisions



● Student Helper

University of Kent | Sep 2020 - Jun 2022

- Being a friendly presence, assisting new student with enquiries across campus and giving tours of the campus. Other duties include promoting Employability Festival and helping students who are self-isolating.
- This role enabled my ability to develop my interpersonal skills, resolving concerns and acting professionally.



● Sales Associate

Monica Vinader | Oct 2018 - Feb 2019

- Worked full time during my gap year to contribute to the development of the brand's image by giving a personalised, bespoke luxury service.
- Contributes towards the store reaching and exceeding weekly, quarterly and annual objectives and goals; also responsible for reaching and exceeding personal sales goals.
- Enhanced my ability to work independently but as part of a wider team, as well as being adaptable and thinking on my feet.

Education & Training

2019 - 2023

● The University of Kent

Bachelor of Science,

