



# Malaysia Amore Graham Saraiva

Retail Sales Assistant

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## Links

[LinkedIn](#) [Instagram](#)

## Languages

English (Native)

Portuguese (Work Proficiency)

Spanish (Work Proficiency)

## About

I am a dedicated retail professional with expertise in customer service, sales, and visual merchandising. I excel at fostering customer loyalty, managing inventory, and adapting to various retail environments efficiently.

### BRANDS WORKED WITH

YORI

Mama Jacq's

[Tranquility Health and Beauty]

## Experience



### ● Waitress

YORI | Jan 2023 - Apr 2024

- Takeaway Packing: Efficiently organized and packed takeaway orders, ensuring accuracy and timely delivery to enhance customer satisfaction.
- Stock Check: Conducted regular inventory checks and restocked supplies to maintain optimal stock levels and ensure smooth restaurant operations.
- Restaurant Deep Cleaning: Performed thorough cleaning of the restaurant, including kitchen areas and dining spaces, adhering to health and safety standards.
- Customer Service: Provided attentive and personalized service to customers, addressing their needs and ensuring a positive dining experience.
- Marketing: Assisted in promotional activities and marketing campaigns to attract customers and increase restaurant visibility.
- Public Speaking: Engaged with customers confidently, promoting daily specials and menu items to enhance their dining experience.
- Cleaning Surfaces, Shelves, and Dishes: Maintained cleanliness and hygiene by regularly cleaning surfaces, shelves, and washing dishes, contributing to a pleasant dining environment.



### ● Sales Assistant (Tills)

Mama Jacq's | Jul 2022 - Apr 2023

- Promoted and sold food and drink items, contributing to sales targets and overall store performance.
- Engaged with customers, sharing enthusiasm for products and providing insights into product features and benefits.
- Assisted in training new staff members, fostering a collaborative and supportive team environment.
- Implemented visual merchandising strategies to enhance product visibility and drive sales.
- Participated in store events and promotions, actively engaging with customers and promoting brand loyalty.

### ● Retail Associate

[Tranquility Health and Beauty] | Jul 2020 - Aug 2020

- Acted as a brand ambassador, embodying the company's culture and values while encouraging team members to do the same.
- Demonstrated strong knowledge of fashion and lifestyle products, providing personalized recommendations to customers.
- Built and maintained rapport with customers, ensuring a positive shopping experience and fostering customer loyalty.
- Delivered professional, authentic, and fearless customer service, addressing inquiries and resolving issues efficiently.
- Managed inventory, merchandising, and store presentation to align with brand standards and attract customers.
- Adapted to varying shift schedules, ensuring flexibility to cover different days and times as required.

## Education & Training

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- Pinner high school  
GCSE,
- Avanti House Secondary School  
Alevels,