



# Lina Rekkas

Sophisticated sales maestro excels in retail, infusing passion for excellence, revenue, and brand elevation.

[View profile on Dweet](#)

## Languages

Arabic

English

## About

With solid experience as a Sales Assistant, I excel in delivering top-notch customer service and possess deep knowledge of companies products. Skilled in handling cash transactions and thriving in fast-paced settings, I'm adaptable, committed to efficiency, and safety. Fluent in Algerian Arabic and English.

### BRANDS WORKED WITH

Co-op Kensal Green NW10 5NY

M&S

Poke House

## Experience

### ● Sales Assistant

M&S | Sep 2023 - Feb 2024

- Worked collaboratively with team members to achieve common goals and enhance overall store efficiency.
- Demonstrated exceptional customer service skills through personalised interactions and effective problem-solving.
- Acquired in-depth knowledge of M&S Food products, enabling me to provide accurate information and recommendations to customers.
- Stayed updated on new arrivals and promotions to enhance the shopping experience for customers.
- Thrived in a fast-paced retail environment by quickly adapting to changing circumstances and priorities and, successfully handled various roles within the store, showcasing versatility and a willingness to take on new challenges.
- Managed cash transactions accurately and efficiently, ensuring a secure and reliable financial process.
- Proactively adhered to company policies and procedures, ensuring a safe experience for both customers and colleagues.
- Utilised clear and concise communication to relay information, ensuring a seamless flow of tasks and responsibilities.
- Adapted quickly to the use of point-of-sale systems and other technology tools to streamline transactions and enhance operational efficiency.
- Thrived in a dynamic work environment by balancing customer service, stocking, and other duties seamlessly.
- Developed strong relationships with repeat customers, fostering loyalty and contributing to a positive store atmosphere.



### ● Hospitality Staff

Poke House | Sep 2021 - Nov 2021

- Maintained a hygienic kitchen by regularly mopping and disinfecting the workspace and washing all utensils and dishes to ensure all staff members are sufficiently supplied with cutlery and dishes.
- Achieved optimal customer service by preparing tables and communicating with co-workers to deliver the food items within 1 minute to the customers' tables.
- Worked in accordance with all health and safety standards to promote wellness and enjoyable dining experience.
- Prepared and up-sold additional beverages such as coffee, alcohol and fountain drinks to increase the restaurants profit.
- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Resolved customer concerns and relayed relevant information to su-

pervisors.

- Checked and recorded temperatures of the refrigerator and freezer daily to protect food from spoilage.
- Completed prepping, cleaning and other kitchen duties to support the staff and myself when cooking.
- Created aesthetically pleasing poke bowls.
- Helped train new staff members.

### ● **Entrepreneur in masks**

LinaShield Pro Medical Supplies | Mar 2020 - Aug 2020

- Ran a mask business by commuting to different pharmacies and stores pitching the service I have to offer.
- Effectively negotiated a good price for the product that suits both me and clients.
- Identify, engage, and build relationships with strategic partners that advanced the business.

### ● **Sales Assistant (Work Experience)**

Co-op Kensal Green NW10 5NY | Feb 2020 - Mar 2020

- Developed the skills needed to fix issues within the store by constantly re-stacking food when needed.
- Ensure 100% satisfaction by promptly processing orders and requests from the customers.
- Followed store guidelines and food safety protocols.
- Cooperated with all store employees and followed directions.
- Applied great attention to detail to thoroughly and accurately complete tasks.
- Performed all store duties in accordance with all regulations as they pertain to front-end operations.
- Consistently maintained a clean, neat, organised and safe work environment.
- Serving customers on the checkouts, ensuring they receive an easy, seamless and personalised experience.
- Created and built product displays, ensured proper fronting of products, and handled product damages and credits according to company policy.

## **Education & Training**

---

- 2023 - 2024 ● **Royal Holloway University of London September**  
LLB in Law with a year in Industry,
- 2021 - 2023 ● **Paddington Academy**  
A Level in Psychology, Business and Art,
- 2016 - 2023 ● **Paddington Academy**  
GCSEs in English, Math, Science, Art, Religious Studies, History and Spanish,