



Narisha Mends

Assistant Manager

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Languages

English (Native)

About

With proven expertise at PETIT BATEAU and Massimo Dutti, I excel in customer engagement, visual merchandising, and exceeding sales targets. Fluent in basic English and French, I adeptly adapt to fast-paced environments, ensuring exceptional shopping experiences through superior product knowledge and teamwork skills.

BRANDS WORKED WITH

- Amazon
- Amazon Fresh
- Massimo Dutti
- PETIT BATEAU
- Rolla Dome
- Sitel

Experience



● ASSISTANT MANAGER

PETIT BATEAU | Jun 2023 - Now

Outline I played a crucial role in supporting the sales team by engaging with customers, providing product information, and ensuring a positive shopping experience to ultimately drive sales and customer satisfaction.

key responsibilities

- o Leadership: Oversaw and directed daily operations, demonstrating the ability to lead and motivate a team effectively.
- o Team Collaboration: Fostered a collaborative work environment, promoting open communication and cooperation among team members.
- o Customer Service: Provided exceptional customer service, ensuring customer satisfaction through effective problem solving and addressing inquiries.
- o Visual Merchandising: Played a key role in visual merchandising, contributing to the aesthetic appeal of the store and enhancing the overall customer experience.
- o Inventory Management: Managed inventory levels, monitored stock, and implemented effective stock rotation strategies to optimize product availability.
- o Sales Strategy: Contributed to the development and execution of sales strategies, meeting or exceeding sales targets and contributing to revenue growth.
- o Training and Development: Conducted training sessions for new employees, fostering their professional development and ensuring a knowledgeable and skilled team.
- o Problem Solving: Demonstrated strong problem-solving skills in addressing challenges related to operations, customer concerns, and staff management.
- o Time Management: Efficiently managed time and resources, balancing various tasks to meet deadlines and maintain smooth store operations.
- o Adaptability: Adapted to changes in retail trends, company policies, and market demands, ensuring the store remained competitive and responsive to customer needs.
- o Communication Skills: Maintained effective communication with both team members and higher management, facilitating a transparent flow of information.
- o Customer Relationship Management (CRM): Implemented and maintained CRM strategies to build and retain a loyal customer base.
- o Budgeting: Assisted in budget management, contributing to the financial success of the store by monitoring expenses and optimizing resource allocation.
- o Product Knowledge: Developed a deep understanding of Petit Bateau's product line, providing accurate information and recommendations to customers.
- o Sales Reporting: Compiled and analyzed sales reports to assess performance and identify opportunities for improvement.



● SALES ASSISTANT

Massimo Dutti | Oct 2022 - Feb 2023

Outline I played a crucial role in supporting the sales team by engaging with customers, providing product information, and ensuring a positive shopping experience to ultimately drive sales and customer satisfaction.

Key Responsibilities o I have honed my customer service skills by pro-

viding excellent service to customers and learning how to interact with them in a professional and friendly manner. o My knowledge of products has greatly improved as I have gained a thorough understanding of the features, benefits, and prices of the products sold at Massimo Dutti, and I am able to provide valuable information to customers. o Through my experience at Massimo Dutti, I have learned how to use effective sales techniques to persuade customers to make a purchase.

o I have become proficient in cash handling and can handle cash, credit card, and other forms of payment in a responsible manner. o I have developed my visual merchandising skills, learning how to arrange products in the store in a visually appealing manner to attract customers. o My communication skills, both verbal and written, have improved significantly through my interactions with customers and colleagues. o I have learned how to manage my time effectively and work efficiently under pressure. o I have developed my teamwork skills, learning how to work well with others, communicate effectively and share tasks and responsibilities. I am able to adapt to different situations and work well in a fast-paced environment with changing priorities. o I have developed a strong attention to detail, which allows me to accurately process transactions and handle customer inquiries.

● Sales assistant

Rolla Dome | Aug 2019 - Aug 2019

Outline

I aided in the facilitation of community groups and the establishment of new community services, as well as offering advocacy to individuals and groups, generating finances, and managing budgets.

Key Responsibilities o Researching potential sponsors. o Writing funding proposals and sending these to potential sponsors. o Creating marketing and promotional activities. o Developing fundraising events. o Maintaining records of sponsors. o Organizing campaigns that will lead to donations. o Training volunteers.



● NHS SUPPORT LINE

Sitel Televiziija | May 2021 - Sep 2021

Outline

I aided in the facilitation of community groups and the establishment of new community services, as well as offering advocacy to individuals and groups, generating finances, and managing budgets.

Key Responsibilities

o Remote Triage: o Emotional Support: o Health Education: o Data Collection and Reporting: o Coordination with Healthcare Providers: o Stay Informed on Guidelines: o Language and Cultural Sensitivity: o Maintain Confidentiality: o Adaptability and Crisis Management o Collaborate with Multidisciplinary Teams o Quality Assurance o Documentation and Record Keeping: o handle Inquiries and Concerns: Respond to a high volume of calls, emails, or messages from individuals seeking information, advice, or reassurance related to COVID- 19.

● STORE ASSOCIATE L1

Amazon Fresh | Oct 2022 - Nov 2023

Key responsibility o Act as the point of contact for customers on the shop floor, delivering excellent customer service and always acting with a customer-first mindset when answering customer questions o Aid in inventory management in store, including managing deliveries, stocking and replenishing products, and using inventory management systems o Identify and communicate barriers to completing assigned tasks, constantly looking at ways we can improve our processes for a better customer experience o Take ownership and pride in the appearance and standards within the store, keeping the store as clean and beautiful as it was on Day 1 including stock rotation and resetting shelves o Work with store leaders to keep the physical safety and high-quality standards of the store, including cleaning of all surfaces and ensuring any safety concerns are effectively communicated o Perform other duties as assigned both individually and as a team, potentially working in environments with varying temperatures o Maintain and continuously improve knowledge of products, processes, and offers in store to give customers correct and helpful information o Take a proactive approach to problem solving within store

Education & Training

2018 - 2021 ● WESTMINSTER CITY SCHOOL
A LEVELS,

2013 - 2018 ● St Ursula's Convent School for Girls
GCSE,