



Hakima Jarifi

Sales Assistant

London, UK

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Languages

Arabic

French

English

Spanish

About

As a seasoned retail professional, I've honed my skills across high-end luxury brands like Tom Ford and Fendi. Known for delivering exceptional customer service in multiple languages and exceeding sales targets, I thrive in dynamic environments and am flexible with schedules.

BRANDS WORKED WITH

BVLGARI

CHOICE

Gallery Lafayette Paris

Luxury Fashion, Fendi , Harrods.

Luxury Fashion Tom Ford .Sloane Street.

Royal Air Maroc

Style Boutique

Experience

● Sales Assistant

Luxury Fashion Tom Ford .Sloane Street. | Dec 2021 - Now

. Offering exceptional customer service to differentiate and promote the company brand. . Educate customers on product and services offerings. . Exceed personal goals . Register customers. . Dealing with difficult customers in different languages. . Maintaining visually appealing and effective display. . Work in different departments: Cosmetique, Leather goods,women's Ready to Wear.



● Sales Assistant

BVLGARI | May 2021 - Dec 2021

ASSOCIATE

. Deliver a luxury customer experience,ensuring each customer visit is memorable and personalized. . Engage new clients and maintain existing clients by offering high standard and personalized service. . Provide specialist advice to customers and assist in selecting appropriate items. .Contribute towards the store targets. . Proceeding with the sales including cash , cards and vouchers.

● Sales Assistant

Luxury Fashion, Fendi , Harrods. | May 2019 - Apr 2020

. Assisting customers with luxury fashion items . Arranging display of fashion items within the store . Helping customers with their purchasing decisions/options . Managing cash and credit card payments from customers



● Sales Assistant/Warehouse Assistant

CHOICE | Aug 2018 - Apr 2019

. Receiving, checking, pricing and storing incoming goods . Inspecting goods received and ensuring they are of accurate quantity, type and quality . Selecting space of storage, arranging for goods to be placed in the designed areas . . Delivering stock to the shop floor . Updating all data into computer and manual recording systems . Greeting customers who enter the shop . Offering advice and assistance to customers in a professional and efficient manner . Being responsible for processing cash and card payments . Dealing with customer refunds . Keeping the store tidy and clean.



● Shop Assistant Manager

Style Boutique | Jan 2010 - Jan 2016

Achievements: Business increased by 20% because of my idea to display clothes at the front . Developing, researching and implementing marketing strategies . Maintaining awareness of market trends and monitoring local Competitors . Manage budgets for the store along with my business partner . Maintaining accurate records of all pricings, sales, and activity reports . Monitor and analyze customer feedback to identify areas of improvement.

- **Fragrance and beauty Sales Assistant**

Gallery Lafayette Paris | Jan 2008 - Jan 2010

. Maintained friendly and professional customer's interactions . Worked as a team member to provide the highest level of services to customers . . . Shared product knowledge with customers while making personal recommendations . Consistently seeking trend and product knowledge to act as an expert for customers



- **Flight Attendant**

Royal Air Maroc | Jan 1997 - Jan 2008

. Air Hostess in international flight and VIP flight: North America, Middle Eastern countries, Asia etc. . Responsible for safety and comfort of passengers . Doing routine safety checks before take-off . Helping passengers load and unload luggage from the overhead Lockers . Prior to take off making sure all passengers have their seat belts on. . Making inflight announcement in three different languages . Assisting with inflight entertainment ,meal, snack, reading etc. . Assisting passengers with special needs . Sale duty free items . Dealing with the customer's complaints . Dealing with immigration queries . At the end of a journey completing a flight report recording any Incident.

Education & Training

- **Hammersmith and Fulham college, West Thames College**

Beauty therapy Level 4,,

- **College Lasalle**

Luxury retail industry and Haute Couture Certificate,

- **Royal Air Maroc Airlines**

Flight Attendant qualification,

- **University of Literature and Human Science**

Bachelor's Degree in languages,,