



Nafisa Khanum

Sales Associate

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Languages

English

About

Experienced Sales Assistant with a solid background in luxury retail, skilled in visual merchandising, client recruitment, and delivering exceptional service. Adaptable to various retail environments, ensuring high standards and customer satisfaction.

BRANDS WORKED WITH

Primark, Part-time

Bremont Watch Company

360talent

Experience

● Sales advisor

360 Talents - Luxury retail | Jun 2022 - Mar 2023

- Been headhunted by a recruiter with the agency itself.
- Was flexible enough to work in different shops throughout the job journey.
- Demonstrated ability to proactively recruit new and develop existing clientele.
- Worked in stock rooms to do end of day stock count which required memory skills.
- Have taken pride in the store with visual standards and ensuring the store is in the perfect condition to match the quality of their products.

● Customer Assistant

Primark, Part-time | Feb 2022 - Jun 2022

- Been perfectly presented on the shop floor and when representing the brand.
- Have followed standard operating procedures to complete all tasks assigned by the managers.
- Interacted with customers by assisting them in locating products, demonstrating product features and benefits where applicable, and by offering suggestions and alternatives.
- Confidently operated the tills and supervised the fitting rooms during busy periods. .

● Sales Associate

Bremont Watch Company | Jul 2023 - Now

- Delivered the highest level of customer service and satisfaction whilst maintaining to achieve the sales target.
- Have developed an increasing database via networking as well as boutique events which was done through maintaining high level key customer relationships to increase sales opportunities and customer satisfaction
- Delivered consistent first-class client customer service and after sales experience to increase and retain customer loyalty
- Ensured events ran smoothly by assisting with set up and take down, meet and greet guests which therefore gave me an opportunity to connect with the object to build a client profile and sales.
- Received and distributed watch repairs - kept in contact with customer service to make sure clients are given outstanding customer service and a follow up throughout their service.

Education & Training

2022 - 2024

● School 21 Sixth Form

A-Levels: English Literature , Sociology and Business,