

# Zarah Alikhel Connolly

I'm hardworking responsible independent fast learner very experienced in customer service and building rapport

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## Languages

English (Native)

Persian (Native)

Urdu (Work Proficiency)

## About

### BRANDS WORKED WITH

- Blank Street
- Cafe Latte
- GANT
- lola nail and beauty
- sawghati
- taste of afghanistan

## Experience

### ● Online CEO and social media manager

sawghati | Mar 2023 - Now

Managing of online portfolio and services online and photography for website of sawghati jewellery.com I co- started with a family member. I plan and design new releases of abayas in The future but for now it's social media managing of the jewellery and photography and uploading and advertising online



### ● Barista

Blank Street | Jun 2023 - Jul 2023

I've worked in blank street coffee I made coffee served customers had exceptional service as well as worked cordinatly with people and alone

### ● Restaurant receptionist

taste of afghanistan | Feb 2023 - Mar 2023

Stood at the till took orders delivering customer service assisting them with needs answering the telephone taking orders online and doing till and Z report



### ● Fashion/ sales advisor

GANT | Oct 2022 - Jan 2023

Worked on tills assisted customers helped them find clothing or any advice they needed conversated with them them had outstanding customer service and assisted them insuring they had a relaxing comfortable visit



### ● Co ordinate

Cafe Latte | Jun 2020 - Aug 2022

On and off as family business but high level of professionalism and customer service as well as amazing coffee preparation. Customer service is very important as we should make the customer feel welcomed and comfortable so they return

### ● Salon receptionist

lola nail and beauty | Sep 2019 - Jun 2020

Weekend job where I'd help my family business. Answering calls taking down clients name and booking appointments answering queries they have on the service ensuring they're comfortable and providing beverages for them. Selecting ambient music and conversation with them and making sure they are happy as well as collecting their client feedback on what was good or can improve

## Education & Training

2022 - 2025

### ● City university

Undergraduate , Sociology and criminology