

Azadeh Azad-mard

Sales Assistant

[View profile on Dweet](#)

Languages

English

Arabic

About

With 5 years' retail experience, I've excelled in dynamic environments like Card Factory and Amshaspand-Iranian menswear. My strength lies in product knowledge and sales skills, with proven adaptability to diverse retail settings. Fluent in English and Arabic.

BRANDS WORKED WITH

Amshaspand- Iranians menswear

BJA housing properties

CARD FACTORY (Part-time)

KOSAR INSURANCE COMPANY

Experience

SALES-ASSISTANT

CARD FACTORY (Part-time) | Nov 2023 - Jan 2024

- Provided exceptional customer service to a diverse clientele, exceeding satisfaction targets in Christmas season.
- Managed cash transactions accurately and efficiently, ensuring consistent adherence to company policies and procedures.
- Maintained a clean and organized sales floor, restocking merchandise and creating visually appealing displays.
- Proactively assisted customers with product selection, offering personalized recommendations and exceeding sales goals in Christmas season.
- Collaborated effectively with team members to achieve common goals, ensuring a smooth and positive customer experience.
- Process all sales politely, efficiently and accurately whilst up-selling on till products
- Price and merchandise stock and products correctly
- Work with the team unloading and unpacking the deliveries
- Assist with stock takes, which may include working outside the store's normal opening hours.

CUSTOMER SERVICE REPRESENTATIVE

KOSAR INSURANCE COMPANY | Mar 2018 - Aug 2023

- o Achieved a 15% increase in customer satisfaction by proactively recommending complementary products and services based on customer needs.
- o Exceeded individual sales targets by 8% through personalized consultations and building trust with customers.
- o Resolved customer complaints with a 95% success rate, exceeding company average and retaining valuable customers.
- o Possess in-depth knowledge of [product categories] through comprehensive training and customer interactions.

PERSONAL ASSISTANT

BJA housing properties | Apr 2020 - Mar 2023

- Launched targeted social media campaigns that increased property viewings by 20%, leading to higher occupancy rates and increased revenue.
- Managed online property listings, optimizing descriptions and responding promptly to inquiries from potential tenants.
- Developed and implemented effective house rules for tenants, ensuring smooth cohabitation and minimizing conflict.
- Negotiated lease amendments with landlords, achieving mutually beneficial agreements and fostering positive relationships.
- Managed a £120k budget with meticulous attention to detail, implementing cost saving measures that resulted in [quantitative achievement].

SALES ASSISTANT

Amshaspand- Iranians menswear | Apr 2013 - Aug 2018

SALES ASSISTANT

- Cultivated a passion for understanding and satisfying customer demands, prioritizing their needs above all.
- Embraced diversity and effectively catered to a wide-ranging and diverse customer base.
- Demonstrated a strong commitment to sustainability, consistently promoting eco friendly and ethical fashion choices.
- Showcased creativity by staying updated with the latest fashion trends and incorporating them into the store's offerings.
- Approachable and humble in interactions with customers, providing a welcoming and enjoyable shopping experience.
- Proved to be a reliable and hardworking team member, supporting the cash desk and adhering to strict security procedures.
- Actively followed and personally invested in fashion trends.
- Collaborating with the sales team to achieve store-wide sales objectives

Education & Training

2023 - 2024

● **University of East London**

MBA DEGREE, BUSINESS ADMINISTRATION,

2013

● **Shahid Chamran University**

Bachelor of Science in Microbiology,