

Nure Tarin

Customer Service Assistant

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Languages

English

About

With a strong background in retail from Superdrug to H&M, I excel in customer service, payment processing, and stock management. Skilled at adapting to diverse environments, my basic English proficiency aids effective communication with customers. Passionate about delivering exceptional shopping experiences in fast-paced settings.

BRANDS WORKED WITH

- Superdrug
- H&M
- Primark

Experience



● Sales advisor

Superdrug | Aug 2022 - Nov 2022

Duties in Superdrug

- Customer service
- Processing payment
- Delivery
- Restocking
- Security guard



● Retail assistant

H&M | Jan 2021 - Jul 2022

Duties in Primark

- Arranging and labelling goods in the display shelves
- Assisting customers in finding the products they're looking for
- Processing customer payments at the checkout point/till
- Addressing customer complaints and inquiries
- Providing shopping advice and recommendations to customers
- Cleaning and rearranging the store after hours
- Performing periodic price audits to resolve price discrepancies
- Collaborating with other team members to keep the sales floor area clean and organised.



● Team leader

Primark | Nov 2019 - Sep 2020

Duties in Primark

- Communicating goals and deadlines to team members.
- Planing workloads and delegating tasks.
- Creating a productive work environment for the team using gamification, trust and other appropriate strategies.
- Assessing team performance and providing feedback to employees.
- Assisting with hiring and training employees.
- Assisting with the daily operation of the organisation.
- Performing customer service functions, including interacting with customers and answering questions.
- Providing teams with information about recent developments, programmes and policy changes of management.

Education & Training

2022

● New City College

AET (AWARD IN EDUCATION AND TRAINING) level 3,

2022

● New College

Level 2 certificate in understanding safeguarding and prevent,

2022

● **New City College**

NCFE LEVEL 2 CERTIFICATE IN EQUITY AND DIVERSITY,

2019 - 2021

● **New City College**

NCFE LEVEL 2 CERTIFICATE IN UNDERSTANDING DATA PROTECTION AND DATA SECURITY,

2014 - 2017

● **Beni-Bazar Government Collage**

School Certificate,