



# Hast Jaf

Assistant

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## Languages

English

## About

With a rich background at Heathrow, Jade, and Waitrose, I'm adept in delivering exceptional customer service and managing varied tasks in retail environments. Skilled in transactions, stock control, and adapting to diverse customer needs, I aim to enhance shopping experiences across different retail settings.

### BRANDS WORKED WITH

Heathrow

Jade

Waitrose

## Experience

### ● Assistant

Heathrow | Jan 2019 - Mar 2024

involved in assisting and communicating with customers, in the airport to give them the best shopping experiences possible. As airside, adaptations to various languages were necessary. Working sustainably hard, I attained general aviation security training certificate.

### ● counter assistant

Jade | Jan 2015 - Nov 2023

Given the responsibility of deliveries, being a personable team member in the stock room working under pressure as well as working on the shop floor and greeting and serving customers. Handling the till, transactions. Packaging deliveries ready to be dispatched in the stockroom. Assisting customers in the selection and purchase of items. Ensuring the shop counter is always manned. Checking the inventory listing with actual stock on shop floor. Keeping the shop floor clean and tidy.

### ● Medical counter/assistant dispenser

nashi pharmacy | Aug 2021 - Dec 2021

Helping the dispensing of drug prescriptions to customers. During my time here I have learnt that patience and resilience is crucial to pharmaceutical and medical environments. There were many instances where I had to show my creativity when PCR tests were being delayed by the lab. My dexterity was needed in this position.



### ● Supermarket

Waitrose | Jan 2018 - Jan 2019

Providing excellent customer service to customers and understanding each customer is different and needs different levels of service. Acknowledgment of consumer demands, and socially drawing in more (increasing total revenue) for the company, was a vital role that I played during my time there. This partnership has taught me that self-management was a key role in increasing sales providing that I am already a organised individual.

## Education & Training

2021 - 2024

### ● University of West London

- Pharmacology,

2019 - 2021

### ● Arden University

Bachelor of Science in Business Management,

2018 - 2019

### ● Kensington and Chelsea College Health and social

care level,

2011 - 2016 ● Wembley High Technology College

GCSE: 5 A,