



Sumayya Khan

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Languages

- English (Native)
- Bengali (Native)
- Hindi (Fluent)

About

I have extensive retail experience at Tesco and Acorns Children's Hospice, excelling in customer service, till operations, stock replenishment, and visual merchandising. I'm adaptable to dynamic retail environments and committed to ensuring a positive shopping experience for customers.

BRANDS WORKED WITH

- Sapphire London Group
- Tesco
- Acorns Children's Hospice

Experience

● Dynamic Events and Admin Support Specialist

Sapphire London Group | Mar 2022 - Aug 2023

- Maintaining Clients, connections, and scheduling.
- Keeping track of timetable, proposal, invoices, and expenses.
- Meeting with customers for viewings, increasing sales, by negotiating and characterising each venue
- Taking bookings over the phone, updating clients and suppliers, keeping last minute decisions and alterations.
- Seeking growth, building relationships with potential clients, whilst interacting with the most desired vendors, suppliers, and services.
- Paying attention to detail; visionary and inventiveness whilst considering risks. Considering all aspects; guest list, entertainment and menu whilst meeting client's expectations.



● Experienced Retail Sales Assistant at Tesco

Tesco | Nov 2021 - Dec 2021

- Assisted customers during check out, efficiently handled enquiries and resolved complaints, ensuring a positive shopping experience.
- Handled till operations; completing purchases and returns.
- Communicated with management, and supported colleagues throughout the day.
- Stock replenishment, price checking, whilst remaining welcoming and approachable.



● Compassionate Retail Volunteer

Acorns Children's Hospice | Oct 2021 - Mar 2022

- Provided exceptional customer support, addressing queries and feedback to enhance customer satisfaction.
- Handled till operations; completing purchases and returns.
- Visual merchandising, price checking, keeping a welcoming atmosphere.



● Proactive Admin Assistant with Strong Organisational Skills

PBL Exchange | Jun 2020 - Sep 2020

- Conducted thorough testing of new software and maintained up-to-date client profiles, ensuring data accuracy and security
- Presenting various types of data on an excel spreadsheet.
- Tackling many challenges whilst working remotely, such as scheduling meetings for senior staff with branches aboard in different time zones.

Education & Training

2023 - 2026 ● University of Northampton
LLB , Law