



Sorwar Ahmed

Business administrator

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Languages

English

About

With over 2 years of experience, I excelled in delivering exceptional customer service and maintaining an enticing shop floor. My skills include precise inventory management, ensuring stock accuracy and seamless operations. Fluent in basic English, I'm adept at creating positive shopping experiences and proficient in various retail environments.

BRANDS WORKED WITH

Next

Dessein Lab

GAMERS ARK

Gorillas

Experience



● RETAIL ASSISTANT

Next | Mar 2023 - Dec 2023

- Provided exceptional customer service from greeting customers to assisting with their inquiries, sizes, styles, and purchases, ensuring a positive shopping experience.
- Maintained an appealing shop floor by organizing merchandise, replenishing shelves, and keeping fitting rooms tidy and well-maintained.
- Operated cash registers and POS efficiently, processed transactions and handled voids and returns promptly and accurately.
- Maintained up-to-date product knowledge and helped customers with the latest offers and promotions.
- Collaborated with team members to ensure smooth operations, effective communication, and a positive work environment.



● WIREHOUSE ASSOCIATES

Gorillas | Aug 2022 - Jan 2023

- Managed inventory of over 5,000 products, ensuring accurate stock levels and reducing out-of-stock instances.
- Utilized inventory management software to track and analyze order accuracy, achieving a 99.5% order fulfilment rate.
- Processed and fulfilled customer orders with a 100% accuracy rate, ensuring timely delivery and customer satisfaction.



● WEB DEVELOPER

Dessein Lab | Jan 2020 - Nov 2020

- Worked closely with the development team and delivered modern and unique web apps and websites
- Developed well-tested code that increased development efficiency
- Helped other team members to identify bugs and fix them
- Collaborated with the project manager and brought out the best practices for clients
- Maintained a very fast turnaround time and consistently met every deadline

● OFFICE ADMINISTRATOR

GAMERS ARK | Sep 2019 - Dec 2019

- Selected for administrative duties on the basis of

Education & Training

2021 - 2023

● University of Hertfordshire

MSc Software Engineering with Placement,