



Addam Idris

Assistant administrative

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Languages

- Urdu (Basic)
- English (Fluent)

About

Experienced retail professional with roles including Fragrance Consultant and Retail Manager. Proficient in customer service, stock management, and sales optimisation. Fluent in Urdu and English, adaptable to various retail environments, ensuring excellent product knowledge and efficient operations.

BRANDS WORKED WITH

- Boots
- Morleys
- Little Desert Shop
- Ahmed Clothing
- Realecate

Experience

- Fragrance specialist**

Boots | Dec 2023 - Now

- Retail worker**

Morleys | Nov 2023 - Dec 2023

- Operated cash registers with accuracy and processed cash and card transactions. . Managed daily administration process associated with sales, stock control and deliveries, ensuring all orders were progressed on time. . Replenished floor stock and processed deliveries promptly, maximising product availability for customers. . Assisted customers with product selection and sales, recommending items to increase transaction value. . Maintained knowledge of products and features to provide recommendations to customers.

- Front of House/cashier/waiter**

Little Desert Shop | Jun 2023 - Nov 2023

- Processed cash and card payments promptly, minimising customer waiting times and enabling swift table turnarounds.
- Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport. . Warmly greeted guests upon arrival to create welcoming atmosphere. . Checked in with customers during meals to check orders were received correctly and met guests' expectations. . Delivered exceptional service by greeting and serving customers in timely, friendly manner. . Thoroughly cleaned dining areas, waiting areas and bathrooms to maintain guest comfort and hygiene. . Managed restaurant closing duties, from cleaning dining areas to cashing up tills. . Used appropriate sanitising and cleaning products to maintain hygienic kitchen and food preparation areas. . Served high volumes of guests in fast-paced service environments with exceptional customer care. . Cleaned, sanitised and organised food storage racks and bins, maintaining exceptional hygiene standards. . Discussed menu items and dietary concerns, noted special requests and suggested additional items to meet upsell goals. . Welcomed guests with warmth and enthusiasm, recommending beverage and snack choices based on customer preferences. . Calculated charges, issued bills and collected payments, processing accurately to avoid till discrepancies. . Regularly checked on guests to ensure satisfaction, upselling drinks and side orders to increase revenue.

- Warehouse Assistant**

Ahmed Clothing | Jan 2023 - Apr 2023

- Processed orders using handheld scanners with speed and precision. . Fulfilled high-volume orders in fast-paced picking and packing environments, continually exceeding warehouse targets. . Cleaned and maintained warehouse equipment, ensuring proper working order to maximise operational efficiency. . Kept warehouse areas spotlessly clean and tidy, reducing risk and aiding smooth stock transportation. . Planned and optimised stock handling by forecasting storage and resourcing needs.
- Ensured accuracy of outbound deliveries, verifying stock against dispatch documentation. . Sales assistant
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases. . Guaranteed high

levels of customer satisfaction through product knowledge and attentive service. . Created attractive product displays to enhance customer engagement and boost sales. . Built lasting relationships with clients through customer service interactions. . Resolved customer complaints and process issues with proactive problem-solving skills. . Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities. . Updated product labelling and promotional pricing. . References available upon request

- **Administrative Assistant**

Realecate | May 2022 - Dec 2022

- Displayed strong customer service skills with professional telephone manner to resolve customer enquiries. Maintained office files in both electronic and hard copies. . Scheduled and confirmed appointments for entire management team. .Ran reception areas by greeting visitors and responding to telephone and in-person requests for information. .Managed incoming and outgoing calls for busy office. . Streamlined operations by organising files and documents to implement improved workflow and organisation. . References available upon request

Education & Training

2024

- **St Joseph's College**

A-Levels: Biology, Business, Geography,,