



Zain Ahmed

Retail Services Associate - Harrods

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Languages

English (Native)

Urdu (Native)

About

I am an enthusiastic and have good worth ethics. I am good with working in a team. With over 3 years of experience in customer service and with luxury retail background. I work well under pressure and ensure I can get the job done to the best of my ability and in the time frame given.

BRANDS WORKED WITH

[FANTASY WINGS UK]

Harrods

[New Sekai Ltd]

[Santander Trinton Square]

[Tama toys Ltd]

Experience



● Retail Service Associate]

Harrods | Jun 2022 - Jul 2024

Working within Harrods for their gift-wrapping department which allowed me to see a variety of customers which involved:

- Working at tills:
- Returns and exchanges
- Dispatch
- Suspends
- Cash management – opening / closing tills, spot checks and manually checking PED systems
- Using software such as STORM for customers click and collect orders.
- Using SAP to order more stock or to check stock levels
- Ensuring displays and areas were clean and presentable.
- Working in Harrods retail services:
- Gift Wrapping
- The Lobby Collections
- Harrods Car Park

● Sales and Operations Assistant]

[Tama toys Ltd | May 2018 - Now

- I have packed orders,
- unboxed item
- I have sent orders
- Annual stock take
- Using Excel to make data models to show company's growth / turnover.



● Sales Assistant]

Elite Associates | Nov 2021 - Jun 2022

Working within Harrods for concessions such as Gucci, Prada and Dior, and many other high end luxury brands in their flagship stores across London which involved:

- Making sure the shop floor was tidy and well maintained
- Dealing with different customers including some with specific needs and wants.
- Replenishing stock
- Making sure that I go above and beyond what is expected by the customer in order to push for a successful sale.

● career development program

[FANTASY WINGS UK] | Sep 2020 - Jul 2021

A once monthly event that involved:

- Career mentoring
- Career workshops
- Pilot training

- Working in teams in an emergency task

- **intern**

[Santander Trinton Square] | Aug 2020 - Aug 2020

A Week experience with a global bank where teamwork and determination were used.

- **Sales and Operations Assistant]**

[New Sekai Ltd] | May 2017 - Apr 2019

- I have packed orders,
- unboxed item
- stocked shelves
- I have sent orders
- Dealt with customers as the company exhibits at MCM London Comic Con twice yearly.