



Mohamed Alhad

Customer Service Department

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Languages

Arabic (Basic)

English (Fluent)

Swahili (Fluent)

About

With extensive experience in luxury retail and customer service, I excel in creating personalised shopping experiences. Fluent in basic Arabic and English, my adaptability across diverse retail settings has consistently enhanced customer satisfaction and sales performance.

BRANDS WORKED WITH

Crep Protect

David Lloyds

J Raja & Company

MAFITS

Primelodge Estates

Sainsbury

Experience

● Chief Executive Officer

MAFITS | Jun 2020 - Mar 2024

- Established and led an online business specializing in a range of services, including luxury shoe cleaning and personalized shopping experiences.
- Engaged with clients daily, effectively promoting services and delivering exceptional shopping experiences tailored to their needs.
- Utilized innovative marketing techniques, such as social media campaigns and influencer partnerships, to enhance brand visibility and attract new clients.

● F&B Department

David Lloyds | Jun 2023 - Sep 2023

- Delivered top-notch customer service to gym members by promptly attending to their food and beverage needs, ensuring a positive and memorable dining experience. Maintained a friendly and professional demeanour while addressing inquiries, taking orders accurately, and serving food and beverages efficiently.
- Collaborated closely with kitchen staff and fellow food and beverage assistants to streamline service operations and maintain high standards of quality and efficiency. Communicated effectively with the kitchen team to ensure timely preparation and delivery of orders, contributing to smooth service flow during peak hours.

● Customer Service Advisor

Sainsbury | Jun 2022 - Dec 2022

- Provided exemplary customer service and support to Sainsbury's customers on both day and night shifts, ensuring their inquiries, concerns, and feedback were addressed promptly and effectively. Handled a diverse range of customer interactions via phone, email, and chat platforms, always demonstrating adaptability and responsiveness to customer needs.
- Developed strong problem-solving skills to efficiently resolve customer issues, including product inquiries, order discrepancies, and delivery concerns. Utilized Sainsbury's policies and procedures effectively to find satisfactory resolutions for customers, resulting in enhanced customer satisfaction and retention.



● Sales assistant and Sneaker Technician

Crep Protect | Jan 2022 - Dec 2022

- Collaborated with luxury retail partners to conceptualize and execute tailored marketing initiatives, exclusive events, and promotional campaigns aimed at affluent consumers. Leveraged insights into the preferences and behaviours of luxury clientele to create targeted marketing materials and experiences that resonated with this discerning demographic, driving brand affinity and sales conversions.
- Demonstrated in-depth knowledge of Crep Protect's shoe care products and accessories, including their features, benefits, and usage instructions. Provided personalized recommendations to customers based on

their needs and preferences, contributing to increased sales and customer satisfaction.



● **Accounting Trainee**

J Raja & Company | Aug 2019 - Aug 2019

- Calculated monthly sales and expenses using Microsoft Excel.
- Assisted with cash flow analysis, invoice checking, data processing, and VAT returns.
- Liaised with customers from diverse businesses, backgrounds, and cultures.



● **Sales Adviser (Work**

Primelodge Estates | Jul 2019

- Assisted small team with real estate surveys and inspections.
- Provided solutions to client requests and answer questions.
- Participated in effective communication and conflict-management training.
- Trained on Microsoft Excel spreadsheet.

Education & Training

2021 - 2024

● **Queen Mary University of London**

BSc Mathematics with Finance and Accounting,

2013 - 2020

● **Ilford County High School**

A-level,