



Zainab Koroma

Shop Assistant

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Languages

English

About

With a flair for personalised customer service, I excel in retail environments, proven through my experience as an online shopper and volunteer assistant. My basic English skills enhance my ability to create exceptional shopping experiences, specialising in women's wear on the high street.

BRANDS WORKED WITH

- local charity shop
- Online Shop

Experience

- Online shopper**
 | Jan 2023 - Mar 2024
 Built strong customer rapport with tailored product recommendations. Continually monitored incoming online orders to guarantee prompt fulfilment, achieving 50% on-time completion. Maximised customer satisfaction, suggesting suitable substitutes for dated or unavailable products. Facilitated smooth delivery performance by correctly completing shipping documentation.
- Volunteer shop assistant**
 local charity shop | Jun 2021 - Jul 2021
 Fostered positive relationships with customers to enhance loyalty and retention. Assisted customers with product selection and sales, recommending items to increase transaction value.

Education & Training

- 2023 - 2024 ● **Royal Holloway University of London Egham**
 Bachelor of Science,
- 2021 - 2023 ● **Chelsea Academy**
 and psychology,