



Mohamed Sharif

HR contact centre associate

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Languages

Arabic

English

Dutch

About

With a rich background in luxury retail, I excel at personalised customer service and sales in high-end environments like Selfridges and Canada Goose. Skilled in upselling, stock management, and fluent in basic Arabic, English, and Dutch, I'm adaptable and thrive in dynamic settings.

BRANDS WORKED WITH

- Ambassador –Canada Goose
- Appco Group Support
- Baba Ali
- better gym
- Chenel
- (Covid-19) Health and Safety Ambassador
- etc.venues
- ORC International
- Selfridges

Experience



● Freelance/Remote Graphic Designer

Baba Ali | Sep 2015 - Feb 2024

- Using Adobe Photoshop and CorelDraw, worked on client briefs on behalf of Baba Ali to produce a range of marketing collateral (business cards, banners, leaflets, and signs)
- Sourced projects and clients for the company and supported the overall relationship



● Concierge

better gym | Jan 2022 - Dec 2022

- Greeting and checking in members and guests
- Answering phone inquiries and providing customer service
- Scheduling appointments and classes
- Processing payments and maintaining accurate records
- Updating member information in the database
- Assisting with marketing and promotional activities/ Providing general administrative support



● Junior Operations Manager

etc.venues | Jul 2021 - Dec 2021

- Manage venue team
- Delegating rotas and team administration to meet KPIs and profits;
- Liaising with internal teams for events and food & beverage and facility staff.

● (Covid-19) Health and Safety Ambassador | Jun 2020 - Jan 2021

- Quality Control Officer (IPC) for the testing site to monitor the health and safety protocols of the staff;
- Promoted and encouraged government compliance with social distancing, protection, and hygiene against Covid in essential retail environments;
- Communicated with customers and the public to educate and support them to adhere to guidelines;
- Worked with a team to manage traffic and kept overall premises safe and disinfected.

● Brand

Ambassador –Canada Goose | Sep 2019 - Jun 2020

- Customer sales agent providing tailored services to high-profile customers to make purchases of goods £1,000+;
- Attending industry fashion events to promote the Canada Goose branding to build brand awareness for new campaigns, and collections to share brand stories.



- **Sales Associate**

Selfridges | Oct 2018 - Sep 2019

- Assisted customers with product searches and provided a great shopping experience;
- Worked with a team to assist in achieving sales targets whilst keeping the store fully stocked and presentable.

- **Contact Centre Representative**

Appco Group Support | Sep 2016 - Oct 2018

- Outbound calls by calling supporters to complete up to 100 welcome calls per day;
- Inbound calls representing over ten charities such as The British Red Cross, Great Ormond Street Children's Charity and Vision World.

Other Work Experience

- **Market Researcher & MR Monitor**

ORC International | Jan 2007 - Jul 2010

- Worked on and delivered research on behalf of clients to understand their customers and target audiences;
- Overlooked interviews undertaken by colleagues to ensure they were handling the research effectively and when needed undertook interviews with participants.

- **Learning Mentor & Student Union VP**

Chenel | Sep 2007 - Jul 2009

- As a mentor guided and tutored 12 under-performing students from marginalised communities;
- Attended meetings on behalf of students to address complaints and discuss performance plans.

Education & Training

- **King's College London University**

Bachelor of Science in Management,

- **Haringey College, Enfield and Northeast**

A-Levels -,

- **Phoenix High School**

GCSEs,