



# Mustafa Baig

Sales Associate

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## Languages

English

## About

As a dedicated Sales Associate at Harrods, I passionately utilised my customer service skills to enhance clientele experience and boost My retail expertise extends to luxury menswear, footwear, accessories, and beauty products. With an ability to adapt to dynamic environments and manage diverse tasks efficiently, I'm ready for any temporary sales role.

### BRANDS WORKED WITH

- Fred Perry
- Lacoste
- Omni Facilities Management
- On
- Pure Muscles Gym PMG
- Under Armour

## Experience



### ● Sales Associate

Harrods | Jul 2023 - Nov 2023

Hitting targets kpi everyday if your in early making sure shop floor is ready for the clients replenishing items checking once everything is set for the day and be welcoming and friendly to the clients helping out my colleagues if they need any assistance.

### ● Facilitation Manager

OMNI | Oct 2020 - Apr 2022

- Recruited hospitality workers nationwide utilising social media and leveraging previously built networks
- Reduced turnover rate by almost 80% by improving due diligence process
- Managed the relationships between Omni and Hotel chains to ensure communications were always clear and adequate numbers of staff were always present
- Trained new recruiters how to manage, file and handle company data
- Updated Excel spreadsheets improving clarity of data leading to reduced payroll error

Key achievements: Placed the most agents into work in 2021, streamlined interview process increasing both staff and customer satisfaction and fostered new relationships with established hotels.

### ● Costumer Service & Sales

linet | Mar 2020 - Oct 2020

- Resolved complaints on the phone leaving all costumers I dealt with satisfied
- Assisted costumers in finding their ideal bed in the least stressful manner
- Carried out follow up calls to make sure recent costumers were satisfied
- Assisted costumers with the transportation of their beds Key achievements: Was rated as one of the top staffs by costumers, received constant compliments on professionalism and helpfulness and was directed quoted to be the reason return costumers came back to the store.

## Education & Training

2013 - 2014

### ● Walthamforest college

BTEC Level 1 Sports and Leadership, Sports

2008 - 2013

### ● Norlington secondary school

7 GCSEs including Maths and English, School