



Faizaan Ashrafi

Retail assistant

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Languages

Hindi (Fluent)

English (Fluent)

About

Experienced Retail Sales Associate with 5 years in customer relations and inventory management. Skilled in boosting sales, achieving store targets, and enhancing customer satisfaction through effective teamwork and adaptability. Proficient in promotional activities and maintaining an orderly store environment.

BRANDS WORKED WITH

- City Relay
- Fortnum & Mason
- SBHL
- Tonkotsu
- Waiter

Experience



● Real estate intern freelance

City Relay | Jan 2024 - Now

- Assisting with property listings by preparing marketing materials, photographing properties, and writing compelling descriptions.
- Conducting market research to identify trends, property values, and competitive landscape, providing actionable insights to the team.
- Supporting client interactions by scheduling property viewings, conducting property tours, and responding to inquiries promptly.
- Assisting in the preparation and execution of legal documents, contracts, and agreements under the supervision of senior agents.
- Participating in networking events and open houses to build professional relationships and expand industry knowledge.
- Maintaining organized records of property listings, client information, and transaction details to ensure efficient workflow. Key Achievements:
- Successfully contributed to the sale and lease of multiple properties through effective marketing and client support.
- Developed a comprehensive understanding of the real estate market, enhancing my ability to provide informed recommendations.
- Received positive feedback from supervisors and clients for proactive approach and attention to detail.



● Retail assistant

Fortnum & Mason | Aug 2021 - Dec 2023

- Greeting and engaging customers, offering assistance, and providing product information to ensure their needs are met.
- Handling transactions accurately, including cash, credit, and returns, while maintaining a balanced cash register.
- Managing inventory by restocking shelves, conducting stock counts, and organizing displays to maximize product visibility and sales.
- Supporting promotional activities and campaigns to drive sales and enhance customer engagement.
- Maintaining a clean and orderly store environment, ensuring compliance with health and safety regulations.
- Collaborating with team members to achieve store targets and deliver excellent service. Key Achievements:
- Consistently recognized for achieving high customer satisfaction scores.
- Played a pivotal role in increasing sales through effective product recommendations and upselling techniques.
- Assisted in training new staff members, fostering a collaborative and efficient team environment.



● Hotel supervisor

SBHL | Jun 2020 - Apr 2021

- Managed accommodation for refugees and asylum seekers. Coordinated with local authorities and organizations.
- Provided support and assistance to residents. Developed a new inventory system that reduced waste and saved the company 5K annually.
- Streamlined operations, enhancing coordination with agencies for refugee support.



- **Waiter**

Tonkotsu | Jan 2019 - Mar 2020

Provided excellent customer service in a fast-paced environment. Managed orders and ensured timely delivery of food. Maintained cleanliness and organization of the dining area.

Education & Training

2018 - 2022

- **University of East London**

Bachelor of Science in Business Management,

- **The University of East London**

Business and Management graduate,