



Anjie Abderrazig

Experienced agency professional seeking a dynamic role to leverage my versatile skills.

[View profile on Dweet](#)

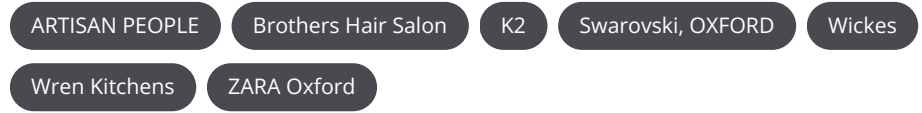
Languages

English

About

With extensive experience in premium retail environments like ZARA Oxford and Swarovski, I excel in customer engagement and have a strong track record in sales and inventory management. Skilled in adapting to diverse roles, I consistently deliver exceptional customer service across various luxury sectors.

BRANDS WORKED WITH



Experience

● Agency worker

K2 | Jul 2023 - Sep 2023

(Moncler, Lacoste, Prada, Agent Provocateur)

Key responsibilities:

- Carry out assigned tasks and duties as instructed by the agency or client.
- Adhere to the agency's policies and procedures.
- Maintain a professional and positive attitude while representing the agency. .
- Communicate effectively with colleagues and clients.
- Adapt to different work environments and tasks as assigned by the agency or client.
- Represent the agency in a professional manner at all times.

● Agency worker

ARTISAN PEOPLE | Jul 2023 - Sep 2023

(YSL, LoReal, Clinique, Be Luxe)

Key responsibilities:

- Assisting customers with inquiries and providing excellent customer service.
- Managing inventory and restocking shelves.
- Operating cash registers and processing transactions.
- Maintaining store cleanliness and organisation.
- Setting up displays to attract customer attention.
- Collaborating with team members to achieve sales targets.
- Keeping abreast of product knowledge and promotions.
- Following store policies and procedures.
- Handling customer complaints and resolving issues effectively.

● Sales Assistant

ZARA Oxford | Aug 2022 - Oct 2022

Key responsibilities:

- Greeted and assisted customers on the sales floor which allowed exemplary customer service to be carried out.
- Worked with multiple sales associates to boost sales and conversion.
- Understood and delivered the brands philosophy and lifestyle to the customers.
- Gained marketing and sales experience by advertising promotions, closing sales and adapting to customer needs.
- Kept the fitting rooms in a presentable and clean shape.
- Operated tills through the busy times.

● Customer Service Assistant

Wickes | May 2022 - Jul 2022

Key responsibilities:

- Creating a helpful and friendly customer experience
- Servicing 200-300 customers daily while handling cash and card payments.
- Operating tills at quiet and busy times.
- Providing an excellent first impression to all customers.



- Sorting out click and collects and topping up stock.
- Helped both new and tenured colleagues in manoeuvring the system and building their job knowledge.
- Applied problem solving skills to resolve customer inquiries and disputes.
- Met and exceeded daily productive goals.



● Information Advisor

Wren Kitchens | Sep 2020 - Apr 2022

Key responsibilities:

- Engaging with customers who are interested in making a kitchen investment.
- Proactively approached customers to show them around the show room and the different kitchen ranges.
- Confidently talking about and introducing them to Wren kitchens.
- Selling the company and engaging in enjoyable conversations which progress into design appointments.

● Sales Associate

Swarovski, OXFORD | Nov 2019 - Jan 2020

Key responsibilities:

- Greeting customers, responding to questions, improving engagement with merchandise and providing excellent customer service.
- Operating cash registers, managing financial transactions, and handling money inquiries.
- Achieving established goals/targets.
- Stocking, organising, presenting, marketing, and selling goods to customers in store and on the phone.
- Make repairs such as enlarging or reducing ring sizes or repairing watches.

● Hair dressing Assistant

Brothers Hair Salon | Jun 2018 - Jul 2018

Key responsibilities:

- Keep work station clean, and disinfect tools such as scissors and combs.
- Analyse clients' hair and other features to determine and recommend beauty treatments or suggest hairstyles.
- Schedule appointments for clients.
- Shampoo, rinse, condition and dry hair.
- Massage and treat scalp for hygienic and remedial purposes.

Education & Training

2019 - 2020

● The Oxford Academy

A-Level Health and Social care.,

2014 - 2019

● Cheney Secondary School

GCSE,