



# Mina Haif

Beauty consultant

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## Languages

French (Fluent)

English (Fluent)

Arabic (Native)

## About

With a solid background in retail and sales, particularly as a Sales Assistant at House of Fraser, I excel in customer relations and stock management. Proficient in English, French and Arabic, I can serve diverse clientele effectively. My adaptability makes me perfect for dynamic retail environments.

### BRANDS WORKED WITH

- Belmont Nursery
- Business Administration Essex Police;
- East Ham community centre
- House of Fraser
- John Menzies Distribution
- Little Angel Preschool
- NatWest Group
- of Fraser
- Ryan Air Stansted Airport
- Salvation Army shop-oxford
- (Sardonyx Staffing Ltd
- Shom Consultancy-July
- Thameside Primary School
- University of East London
- Wilson James Ltd
- flair beauty

## Experience

### ● HR Assistant- Recruitment Coordinator

| Jan 2023 - Now

- Dealing with administrative tasks, bookkeeping and payroll, recruitment, and job spec on different platforms such JobServe, indeed and LinkedIn.
- looking for candidates to meet job requirements, interviews.
- Carrying out pre-screening interviews
- Booking interviews face to face or virtual
- Onboarding candidate processing their documents on folders.
- Checking availability for training
- Scheduling onboarding and communicating information packs to candidates.
- Updating business policies according UCAS and GOV.UK.



### ● HR Assistant- Call Assist

House of Fraser | Apr 2023 - Jul 2023

- Dealing with daily administrative and HR duties responding to calls as a first point of contact.
- sending out emails to staff, printing, photocopying, and filing scanned documents to the HR employee record.
- Assisting with recruitment, job adverts drafting, job description and personal specification.
- record maintenance for payroll processing as well as providing clerical.
- record sickness and absences
- follow up on sick notes.
- Attention to details and making sure no information are missing.
- support to all employees' enquiries on contract, change of hours, change of availability.
- Attending and record of grievances.
- Minutes taking.
- Adding new employees to the HR system
- Onboarding
- Schedule training as part of LD
- Making sure new employees are settled in.
- Sending rotas and booking holiday



### ● Customer service administrator

NatWest Group | May 2022 - Apr 2023

- Dealing with financial queries and daily banking duties, calls handling queries, dealing with accounts and customer's financial support.

● **Junior HR Administrator**

Wilson James Ltd | Jun 2021 - Feb 2022

- Onboarding duties including creating and sending contracts.
- dealing with data inputting on SAP.
- adding employees to SAP system.
- dealing with vetting progress queries on emails and telephone.
- creating Personal files uploading documents.
- checking documents and licenses on government websites.
- uploading holiday and probations periods on time gate.
- adding checks spread sheets, dealing with accepted offer.
- processing new starters forms.



● **HR advisor internship**

University of East London | Jan 2021 - May 2021

- Learning and development programme, dealing with multiple tasks within the busy HR department.
- Assisting the HR department with assigned tasks and duties, payroll tasks and meetings, admin support. Job spec and recruitment, adding and managing employee's life cycle using ITrent, HRIS.

● **Junior HR assistant**

(Sardonyx Staffing Ltd | May 2013 - Jul 2020

- Dealing with HR policies and procedures
- Maintaining employee files and records
- Assisting with recruitment and screening
- Sap for payroll

● **Project Leader**

East Ham community centre | May 2019 - Jan 2020

- Communicate with hiring managers.
- University of East London Project Leader- East Ham community centre 2020
- Drawing a smile on children in need and poor families around Newham area, group recruiting and selecting, meetings with managements, budget discussions, creating a plan, raise charity events, reaching out to raise awareness and support families and those affected.

● **Customer service advisor**

Ryan Air Stansted Airport | Jan 2019 - Jul 2019

Customer service desk/ ticket desk dealing with passengers' queries, visa checks, check ins, onboarding flights .... etc

● **Supervisor**

of Fraser | Jan 2018 - Jan 2019

Duties: assisting with trading and customers queries, attending conference calls, taking orders, visiting stores, and attend guest and brand representatives' meetings, checking and updating figures and KPI'S.

● **Flair Recruitment Beauty and Fragrance Consultant**

| Jan 2019 - Now

Serving customers, helping customers with different beauty products, and fragrances according to occasions



● **Sales Advisor**

House of Fraser | Jan 2016 - Jan 2018

Duties includes dealing with customers, assisting daily business trading, taking orders, working towards KPI.



● **Key worker**

Little Angel Preschool | Jan 2015 - Jan 2016

Keyworker Duties: assisting key children with their learning journey, creating activities tailored to children's needs, supervising children, EYFS reports, creative sessions, observations, and parents' meetings.



- **French**

Belmont Nursery | Apr 2020 - Jul 2020

level 2.

Other Experiences Volunteering a French translator



- **teaching assistant**

Thameside Primary School | Feb 2014 - Jan 2015

homework tasks, library, assisting children with activities indoors and outdoors, dealing with reports, and behaviour setting.

Training at the beacon centre (chafford Hundred) dealing with customers, help at the front desk. Thameside primary school duties include helping the children in the classroom and set the task as requested from the tutor.

- **John Menzies Distribution | Jan 2007 - Jan 2009**

Dealing with customer's enquiries on different platforms, issuing vouchers as part of the procurement process.

- **Business Administration Essex Police; | Jan 2006 - Jan 2007**

paperwork, computer screenings , and help desk.

- **waiter, cashier**

Salvation Army shop-oxford | Jan 2002 - Jan 2003

Preparation of packed lunches for charitable social events.

1996-1998 accolade clothes shops duties included learning management of business.

- Ordering and arrangement of stock and managing productivity through effective allocation
- Of work, maintaining customer relations by effective handling of complaints.
- And any queries in relation to stock ordering and new trends.
- Supervising the shop floor and encouraging sales to reach targets. Using computerised till

- **Beauty advisor**

flair beauty | May 2021 - Now

## Education & Training

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2019

- **University of East London**

2:1 degree in Human Resources Management,

2021

- **University of East London**

accounting and finance,

2022

- **University of East London**

Human resources Management,