



Salma Ibrahim

I am enthusiastic and passionate, bring a strong educational background with great customer service skills.

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Languages

English (Fluent)

About

I have experience as a Sales Assistant at H&M, excelling in customer service, sales, and transactions. I provided personalised recommendations to enhance the shopping experience and handled various tasks including returns, exchanges, and online order fulfilment.

BRANDS WORKED WITH

H&M

Artisans Web

Tesco

Experience



● sales assistant

H&M | Feb 2023 - Nov 2023

I gained valuable experience working in a face-to-face selling environment. I interacted directly with customers on a daily basis, providing assistance, answering questions, and guiding them through their purchasing decisions. By actively listening to their needs and preferences, I was able to recommend products that best suited their requirements, enhancing their shopping experience and fostering customer satisfaction. Additionally, I handled transactions efficiently, ensuring accuracy and professionalism at all times. Through my role, I learned the importance of building rapport with customers, anticipating their needs, and delivering exceptional service to exceed their expectations. These experiences have equipped me with the skills and mindset necessary to thrive in a customer-centric selling environment, where exceptional service is paramount.

Education & Training

2023 - 2027

● University of Roehampton

Bachelors Degree, Biomedical Science

2021 - 2023

● Drayton Manor High School

A levels,