



Fatima Osman

I am Fatima – a seasoned professional with a passion for the opulent realm of luxury brands. Having crafted my expertise through impactful roles within the industry, I seamlessly blend an innate understanding of fashion with a keen eye for elegance.

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Languages

English

About

As a passionate and adaptable Sales Associate, my experience spans from Prada to Charles Tyrwhitt. Notably skilled in personalised service and stock management, I consistently meet sales targets while fostering customer loyalty. With flexibility across premium to high-end luxury retail environments, I'm ready for dynamic temporary roles.

BRANDS WORKED WITH

- Burberry
- Charles Tyrwhitt
- Gianvito Rossi
- JP Morgan
- Miu Miu
- Prada

Experience

● Retail Sales Associate

Four Seasons Recruitment (Prada) | Nov 2023 - Now

Built customer relationships for personalised service, resulting in loyalty. Completed shop floor replenishment for fully stocked, enticing store. Restocked unsold items on shelves and displays for purchase. Greeted customers to offer prompt assistance and assess current needs. Restocked and matched supplies with customer demand.



● Sales Assistant

Charles Tyrwhitt | Jun 2022 - Apr 2023

Assisted in stock management, keeping stockroom tidy and organised at all times. Welcomed customers and determined required products before checking out and bagging goods. Grew customer loyalty by adapting advice given to customers' desires and needs. Worked with team to complete daily and weekly routines that kept shop safe, clean and tidy. . Achieved sales targets by providing genuine service and actively listening to customer needs.

● Software Developer Intern

JP Morgan | Nov 2022 - Dec 2022

Directed software programming and development of documentation. Analysed software to assess improvements required to enhance usability. Researched, gathered and assessed user feedback to assess areas for improvement.



● Innovation Designer

Burberry | Jul 2021 - Jul 2021

Deployed a customer-focused approach in generating new upgrades, offers and development for product improvement. Supported timely delivery of innovating a piece from Burberry's archive collection, ensuring outstanding quality and standards. Developed new products and analysed sales performance in comparison to competitors. Monitored the competition and market needs and found opportunities for new offers by observing product trends and current events.

Education & Training

2021 - 2023

● Haydon School

Computer Science, Economics and Sociology ,