



# Maryam Shakir

Retail Sales Assistant

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## Languages

English

## About

With 2 years of experience in fashion retail, I excel at customer service, sales, and maintaining a vibrant shop floor. Skilled in product recommendations and resolving queries, I adapt easily to new environments, bringing dedication and enthusiasm to any retail team.

### BRANDS WORKED WITH

K.S Clothing

Outfitters

## Experience



### ● Retail Sales Assistant

Outfitters | Apr 2022 - Mar 2023

- Greeted and received customers in a welcoming manner.
- Used open-ended questioning to understand customer needs and recommend appropriate products.
- Resolved customer queries using active listening and problem-solving skills.
- Responded to customer complaints, diffusing tension and reporting feedback to supervisors for service delivery improvement.
- Displayed merchandise at strategic locations and kept fixtures full and tidy to attract visitors and maximize sales

### ● Retail Sales Associate

K.S Clothing | Dec 2019 - Jun 2021

## Education & Training

2023 - 2024

### ● Kingston University

MSc. Marketing, Communications & Advertising, Marketing

2016 - 2019

### ● Bahria University

Masters in Business Administration, Business Administration and Supply Chain Management