



Jamilah Napaul

Hairdressing Apprentice looking for a strong team to support part time!

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Languages

Korean (Basic)

English (Native)

French (Basic)

About

I have extensive retail and customer service experience in fast-paced environments, excelling in client interaction, sales, and product knowledge. I'm adaptable, thrive in dynamic settings, and basic proficiency in Korean enhances my communication abilities.

BRANDS WORKED WITH

YORI

Food

Blue Tit

Urban Outfitters

Experience

● Hairdressing Apprentice

Blue Tit | Jul 2023 - Apr 2024

This is my first role since I decided to make a career change. This assistant role reminded me of being a chef; its fast-paced, high pressure when busy and requires focus. Daily tasks include

- Greeting clients, taking coats and offering a beverage
- Reception/admin duties - taking calls, booking appointments, checkouts etc.
- Selling products
- Maintaining a clean environment all day
- Hair washes, massages, blowdries



● SOUS CHEF

YORI | Jan 2021 - Jan 2022

I wanted to gain further experience as a chef so I chose this role. It made me quicker and more knowledgeable about what it takes to run a restaurant over a takeaway. I learnt the menu, recipes and names of dishes in Korean in my first month. I was teaching other chefs how to cook at a higher standard so I became a sous chef very soon. Head chef left me in charge of the kitchen during busy service, organising the prep kitchen and supporting other branches when understaffed. This helped me to become a manager at my other job as I had learned and grew in a short amount of time. My time management, teaching skills and attention to detail all improved vastly.

● HANDLER

Food | Jul 2018 - Jul 2023

I brought my customer service skills to this role and learned so many more skills. I started by taking care of admin, contacting suppliers, stock rotations and serving food. My role later developed as I learnt recipes to attending festivals and catering events which are high-pressure and fast-paced environments. This allowed me to multitask well with cooking new dishes and serving customers simultaneously.



● OPTICAL ASSISTANT

Specsavers | Jun 2017 - Jul 2018

I did this role during my A - Levels and it taught me about my own love for helping others and allowed me to become better at it. Roles included admin/reception work, welcoming/ approaching customers to identify and tend to their needs, face to face problem-solving, practical and cosmetic advice. This role boosted my customer service skills and satisfaction all the way up.



● sales assistant

Urban Outfitters | Jan 2017 - Jun 2017

Duties included:

- Checking out/tills, processing payments and refunds
- Tidying up during the day and end of day
- Restocking shop floor

- Searching stockrooms by customer request
- Closing and opening shifts

Education & Training

- 2016 - 2018 ● **Winchmore School**
A level, English Literature
- 2016 - 2018 ● **Winchmore School**
A Level, Media Studies