



Brooklyn Oduro

Assistant

[View profile on Dweet](#)

Languages

English (Fluent)

Twi (Fluent)

About

Experienced retail assistant with a strong background at Waitrose. Skilled in customer service, stock management, and training new staff. Proven adaptability in dynamic environments, ensuring efficiency and positive customer experiences. Passionate about delivering excellent service on the shop floor.

BRANDS WORKED WITH

EMIRATES STADIUM, HOSPITALITY

WAITROSE & PARTNERS (MILL HILL)

Experience

● ASSISANT

EMIRATES STADIUM, HOSPITALITY | Oct 2023 - May 2024

- Helping customers get through safely and quickly.
- Made sure everything was organised and utilised my customer service skills and positive attitude to keep fans enthusiastic and excited while staying sensible and collected.
- As a result I could maintain the business' reputation of having good customer service.

Responsibilities and Achievements

BASKETBALL TEAM CAPTAIN January, 2017 – March, 2020

- Taught me how to collaborate and communicate effectively as a team, which helped me to give my teammates a sense of direction and motivation.
- Lead my teammates into the finals every year by giving them feedback and help so that they can improve which can be transferred into the working world as it shows my ability to work well in teams. As a result I was awarded the Jack Petchey Award for great leadership and teamwork.

● ASSISTANT

WAITROSE & PARTNERS (MILL HILL) | Oct 2021 - Jan 2024

- Given many tasks such as counting and putting up stock, working on the tills, helping customers and training new employees.
- Having a variety of tasks allowed me to have an insight into what usually works for the firm and what does not work which allowed me to have a say about how the business can overcome its losses and improve its productivity.
- As a result I contributed to a decrease in losses such as loss of revenue and wastage.

● SALES & MARKETING

| Jun 2021 - Jan 2023

- Used many marketing tactics to promote two businesses owned by two of my close friends (Bankrollbaby) and (Sneakerzone).
- Allowed both business to have an increase in customers through promotional methods such as digital marketing, leaflets, handouts and raffles.
- Helped Sneakerzone's revenue increase by around 27% and Bankrollbaby's revenue increase by around 41%.

Education & Training

2021 - 2023

● Bishop Douglass Catholic 6th form

English Literature (B), Media Studies (B), Business Studies (D),

2016 - 2021

● Bishop Douglass catholic school

Secondary School Certificate SSC,

