



Faisal Alam

Sales representative

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Languages

English

About

With three years of retail experience, I excel in customer service and sales at prominent stores like Perfumes of Arabia and Russel & Bromley. Skilled in adapting sales techniques to individual client needs, I thrive in premium retail environments, particularly within beauty, fragrances, and footwear sectors.

BRANDS WORKED WITH

G4S

Perfumes of Arabia

Russel & Bromley

Experience

● Supervisor / Security Officer

G4S | Mar 2021 - Mar 2024

Supervised a team of security at a Polo Event, many VIP's in attendance and left positive reviews on the team and leadership skills as well as the company itself. Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery. Increased team productivity through effective staff planning, coordination and task delegation. Communicated security incidents, issues and policy violations with on-site team to execute appropriate action. Liaised with emergency services to facilitate prompt medical and legal responses.

● Sales Representative

Perfumes of Arabia | Jul 2023 - Oct 2023

Retail experience, Promoted and pitched many samples of perfumes on site in university, as well as created social media promos which accumulated thousands of views and many orders. Hand delivered perfumes to maintain customer relations and prevent any lack in service. Contacted satisfied customers to offer additional services. Adapted sales techniques to specific clients and promoted products based on individualised client needs.. Developed new business by networking with valuable customers.

● Sales representative

Russel & Bromley | May 2022 - Nov 2022

Assisted customers with additional retail services, including alterations, special orders and item loans. Built customer rapport by providing friendly, genuine service, increasing customer retention. Handled phone, email and social media enquiries with consistent customer service across multiple channels. Consistently achieved service rating targets, managing customer enquiries with personalized care and attention.

Education & Training

2021 - 2024 ● Queen Mary University of London

Politics and International Relations,,

2019 - 2021 ● Beal Sixth Form

A-Levels,;

2014 - 2019 ● Wanstead High School

GCSEs,;