



Awwal Hamzay

Customer Assistant

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Languages

English

About

With a solid background in customer care and sales, I thrive in fast-paced retail settings. My roles at Asda, Clarks, GO Outdoors, and River Island have developed my expertise in product knowledge, conflict resolution, and teamwork, making me highly adaptable to various retail environments.

BRANDS WORKED WITH



Experience



● Customer assistant

Asda | Oct 2022 - Aug 2023

Demonstrated proactivity and quick adaptation to a new environment by learning the location for hundreds of products across 13 different aisles in order to assist customers succinctly with any questions they may have regarding a certain product and lead them to its location. Showed ability to work under pressure on a busy shop floor during peak hours balancing my duties in providing multiple customers support, maintaining a neat and tidy space and replenishing products simultaneously. Developed strong time management and prioritisation skills in completing the unloading of products from delivery pallets to their correct location under time constraints for multiple aisles whilst maintaining a neat space for customers.

● Sales associate

Clarks | Jan 2022 - Aug 2022

Employed research skills in conducting market research on the products of the store to confidently answer and give solutions to questions and queries from customers. Established an understanding of the dynamics of working in a professional team, maintaining a friendly yet mature relationship to improve the synergy and boost productivity. Utilised my communication and interpersonal skills, dealing with customers in the appropriate manner to provide solutions and recommendations to questions and problems they have in order to come to a resolution. Exhibited an attention to detail and numerical skills in dealing with transactions and working with colleagues to manage workload and provide support to customers as soon as possible.



● Store Colleague

GO Outdoors | Jul 2021 - Oct 2021

Showed great customer service despite the heavy workload and peak times gaining first-hand sales experience, working towards individual and store sales targets with upselling. Maintained a friendly and approachable disposition welcoming and interacting with customers, informing them about specific products to benefit and continue the customer satisfaction within the store. Successfully ensured the stockroom and shop floor were both arranged in set orders in order to provide a quick and great service to customers.



● Sales advisor

River Island | Oct 2020 - Apr 2021

Collaborated with colleagues to efficiently take in and sort the delivery of incoming products to their correct place on the shop floor swiftly whilst maintaining tidiness. Dealt with online orders keeping the confidentiality. Managed to work in different roles going from the stockroom to the shop floor when assistance is needed. Handled transactions serving customers behind the till and assisting with returns to a high standard.



● Referee

Berks & Bucks FA | Mar 2019 - Jan 2022

Gained qualification to the small side refereeing level refereeing over 300 games in different leagues, up to under 10s. Assessed and examined personal strengths and weaknesses post-match through match reviews with the referees' assessor whilst consistently working on improving future performance. Resolved claims of rule infractions and complaints by participants whether it be from coaches, players or parents, assessing and imposing necessary penalties according to regulations.

Education & Training

- **Bulmershe**
GCSE: 10 A -C,

- **London Metropolitan University**
Interior Design BA 1st yr,