



Abdur Rahman Sheik

HR Business Intelligence Degree Apprentice

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Languages

English (Native)

About

Experienced retail professional with roles at TK Maxx, Tesco, and Iceland Foods. Skilled in customer service, sales, till operations, and store presentation. Adaptable to fast-paced environments, ensuring exceptional customer satisfaction and efficient store management.

BRANDS WORKED WITH



Experience



● HR Business Intelligence Degree Apprentice

Merton Council | May 2023 - Now

-Contributed to the delivery and development of HR data and reporting solutions. -Collected, processed, and presented HR data using tools like MS Excel, Business Objects, and spreadsheets. -Ensured the security and compliance of confidential client data in accordance with GDPR and data protection Acts. -Uncovered trends, patterns, and key performance indicators to support informed decision-making. -Assisted in the development and improvement of HR data processes and reporting methodologies. -Worked closely with HR professionals and business intelligence experts. -Gained hands-on experience and knowledge in the field of HR business intelligence. -Maintained a high level of accuracy, data integrity, and compliance. -Optimised human resources strategies to support organisational objectives.



● Sales Associate

TK Maxx | Nov 2022 - Jan 2023

Responsibilities included greeting customers and aiding with merchandise selection, accessory finding, and purchase completion. Focused on fostering positive customer relationships to enhance loyalty and retention. Worked efficiently during peak trading hours to maintain operations. Utilised product knowledge, sales abilities, and customer relations skills to drive substantial profit increases. Managed till operations by accurately scanning items, processing payments, and issuing receipts. Assisted with store loyalty program sign-ups and provided key benefit details. Maintained high standards of store presentation and hygiene through cleaning. Received and processed product returns. Shelves and displayed new products in visually appealing displays to engage customers. Guaranteed customer satisfaction through product knowledge and attentive service. Addressed customer inquiries and concerns, facilitated decision-making, and resolved complaints with proactive problem-solving skills. Updated product labelling and promotional pricing. Replenished floor stock and processed deliveries to ensure product availability. Accepted and processed cash, cheque, card, and mobile payments using POS systems. Monitored display stock levels to ensure a consistently well-stocked sales floor.



● Customer Assistant

Tesco | May 2022 - Aug 2022

Aided with product selection, accessory search, and payment processing. Built positive relationships with customers to enhance retention and loyalty. Effort was dedicated to maintaining efficient operations during busy trading hours. Utilized product knowledge, sales skills, and customer relations expertise to drive significant profit increases. Managed till operations with timely and accurate item scanning, payment processing, and receipt issuance. Assisted customers in enrolling in store loyalty programs and provided information on key benefits. Ensured high levels of customer satisfaction through product expertise and attentive service. Addressed customer questions and concerns, promoting decision-making and reducing hesitation. Increased product availability for customers through prompt processing of deliveries and replenishment of floor stock. Accepted and processed payments made with cash, checks, cards,

and mobile devices using POS systems. Continuously monitored display merchandise levels and replenished to maintain a well-stocked sales floor.



- **Sales Assistant**

Iceland Foods | Sep 2021 - May 2022

Responsible for assisting customers with their purchases and providing them with information about the products and services offered. Handled various tasks such as stocking shelves, operating cash registers, processing payments, and resolving customer complaints. Ensured a smooth shopping experience for customers, by providing exceptional customer service and maintaining a clean and organized store environment. Worked closely with the team to achieve sales targets and contributed to the overall success of the store.

- **IT technical support officer**

PRIME TRILLIUM LIMITED | Jan 2020 - Nov 2021

A past role involved providing first- and second-line ICT support in a fast-paced environment, supporting up to 10 workstations and managing service requests received online. Duties included installing and configuring computer hardware, operating systems and applications, compiling and analysing data using spreadsheets, safeguarding confidential client data, and delivering problem solving methods in accordance with company policy and guidelines. The role also involved efficiently managing office files, supporting colleagues to maintain servers and systems, and continually seeking ways to improve daily operations, client communications, recordkeeping, and data management. Additionally, the role included improving productivity initiatives and building customer relationships through strong customer service skills.

Education & Training

2023 - 2026

- **Corndel College London**

Bsc (Hons) Digital & Technology Solutions Professional, Data Analytics

2020 - 2023

- **Newham Sixth Form College**

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