



Mohammed Faisal Khokar

Retail Sales Associate

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Languages

Hindi (Native)

English (Native)

Panjabi (Basic)

Arabic (Basic)

About

Exhibited remarkable customer service expertise: Proved exceptional customer service abilities in both full-time and part-time roles as a sales associate at Zara, Farmfoods, and Jarzez Trading LLC. Successfully completed intensive training in understanding consumer behavior, conducting product demonstrations, managing inventory, processing orders, fostering relationships, negotiating effectively, and practicing patience. Retail background: Occupied the role of a retail associate at Zara and Farmfoods in London, UK. Applied essential skills to proficiently oversee customer service, merchandising, and customer relationships. Exhibited an entrepreneurial approach: Effectively managed a kitchen in the university hostel during the nationwide Covid lockdown, meeting students' culinary desires and adapting to demanding conditions. Multilingual proficiency: Fluent in conversational English, Hindi, and Arabic, acquired through being raised in Oman and India. Exercised discipline and responsibility: Delivered online training to clients amidst the Covid pandemic, steering them towards achieving their desired weight and strength objectives, all while upholding a rigorous standard of discipline and accountability.

BRANDS WORKED WITH

Architecture City Consultancy

DAR Al Handasha Consultancy

Farmfoods Ltd

Jarzez Trading LLC

ZARA

Experience



● Sales Associate

ZARA | Jun 2023 - Sep 2023

- Upheld superior customer service standards by warmly welcoming and greeting customers with a friendly smile.
- Actively marketed exclusive promotions, discounts, and loyalty programs to stimulate sales.
- Demonstrated comprehension and strict adherence to Zara's precise policies and procedures concerning customer service, returns, exchanges, and employee behaviour.
- Collaborated actively with fellow sales associates, supervisors, and store management for efficient workflow.
- Aided in deterring theft and shoplifting by vigilantly monitoring customer activity.
- Attentively heed customer feedback and address any issues or concerns they raise.

● Retail Sales Assistant

Farmfoods Ltd | Feb 2023 - Apr 2023

- Efficiently attended to customers in a bustling store, delivering exceptional satisfaction levels through personal effectiveness, while displaying adaptability and flexibility.
- Precisely processed cash and credit card transactions through EPOS systems.
- Executed stocktaking and restocking duties.
- Showcased exceptional multitasking abilities while working swiftly in a high-pressure and demanding environment, all while maintaining a strong focus on academic studies.

● Structural Engineer Trainee

Architecture City Consultancy | Oct 2022 - Dec 2022

- Controlled and contributed to multiple CAD structural drawings majorly involving residential projects.
- Structural design checks done by hand calculations using BS-8110.
- ETABS software used for modelling and analysis.

● Sales Assistant

Jarzez Trading LLC | Jun 2022 - Sep 2022

- Served customers in a busy building materials store, achieving high levels of customer satisfaction, receiving positive feedback from regulars and new customers.
- Accurately met customer requirements and offered knowledge on newer products available hence converting to bigger baskets of purchase.
- Learnt conversational Arabic whilst communicating with locals revamping into more trusting customers.
- Motivated employers to hire me again due to proven competence.

- **Fitness Trainer**

| Aug 2020 - May 2022

- Used social media marketing to gain traffic generating reliable clients.
- Helped clients achieve their target fitness goals such as weight loss, hypertrophy and sports performance.
- Achieved 100% customer satisfaction by providing competent services.
- Catered to their personal dietary requirements by making customized meal plans.

- **AutoCAD Technician**

DAR Al Handasha Consultancy | Jun 2020 - Dec 2020

- Planned 4 different residential projects estimated with a budget of 250,000 USD each.
- Scope included design of floor plans, structural detailing and client liaising.

Education & Training

2023 - 2024 ● **BRUNEL UNIVERSITY LONDON**

MSc Structural Engineering,

2018 - 2022 ● **BMS College of Engineering**

BEng Civil Engineering,