

# Saira Malik

Customer Assistant

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## Languages

English

## About

I have always prided myself on developing a general sense of core skills, ones that give me a sufficient basis to get my bearings in most jobs. Each of my experiences is an addition to my CV that consistently embellishes a range of hard and soft transferable skills. Skills such as building relations, being highly structured and organised, managing tasks and objectives, working to deadlines to name a few. Over the last few years however, I have taken the liberty to prioritise niche areas of my skillset and work on them. These skills have been varied and each one has diversified the skills I've developed in ways I never imagined, from being apart of small and large groups of individuals at various levels of the customer service; to tackling new challenges customer and business needs, all of which has given me a large boost of confidence in my own abilities. I am yet again seeking out new opportunities and teams who I can learn from but who would also benefit from me being an integral team member.

### BRANDS WORKED WITH

Haven House

Registry office

The Urban Chocolatier

Vue Cinemas

## Experience

### ● Waitress/Bartender

The Urban Chocolatier | Aug 2022 - Oct 2022

« Completed daily opening and closing checklists to maintain standards and ready

### ● Customer Assistant

Vue Cinemas | May 2022 - Aug 2022

« Preparing and selling the freshly prepared food such as popcorn « Consistently upselling and selling tickets. « Helping people to their seats. + Cleaning toilets and screens so there is a good/clean environment for customers. «» Checking screens during the movie to ensure no one is recording the movie. « Part of the stock which involves stock replenishment and delivery team which involves heavy lifting. « Dealing face to face with large groups of people. « Following policies and procedures as well as complying with health and safety regulations. « Cash handling.



### ● Charity Fundraiser

Haven House | Nov 2019 - Feb 2020

« Conducted regular research to obtain creative new ways on increasing funds and effective advertising methods. « Worked with a team to create effective marketing material such as posters, leaflets and interactive promotions to help raise awareness for Haven House Charity. = Monitored project awareness and promotion costs, ensuring tasks and expenditures stayed within budgets.

### ● Volunteer Worker

Registry office | Jul 2018 - Jul 2018

« Created birth certificates for new borns « Demonstrated customer service abilities while greeting and welcoming visitors upon arrival. « Assisted in organising and setting up inside areas to facilitate community events.