



# Zainab Ullah

Shop Assistant

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## Languages

English (Native)

Persian (Native)

## About

I am an experienced retail sales assistant focused on customer satisfaction and efficiency. I excel in personalised advice, display organisation, and ensuring smooth store operations. Adaptable and team-oriented, I thrive in dynamic retail environments and handle various tasks with ease.

### BRANDS WORKED WITH

- SKECHERS
- Ariana Pharmacy
- Office Shoes

## Experience



### Sales assistant

SKECHERS | Aug 2023 - Jan 2024

- Helped open and close the store.
- Offered personalized advice to customers to tailor to what they wanted.
- Worked with a multi-tiered team learning how each member played their role
- Organized display on the front window to increase footfall near the store.
- Helped organize the stock room so more accessible for the team.



### Shop floor assistant(work

Ariana Pharmacy | May 2023 - Jun 2023

- Picked up items for dispensing making sure they were correct and not expired.
- Helped customers and gave them advice on general OTC products.
- Kept the stock neat in the shop front.
- Made sure the medications were in order for easier pick up.
- Handled deliveries.
- Checked stock to make sure there was enough of everything.



### Shop floor assistant

Office Shoes | Sep 2022 - Nov 2022

- displayed and restocked merchandise by following brand guidelines.
- Regularly cleaned and straightened the shop floor, ensuring present ability.
- Assisted customers in finding what they were looking for.
- I did advice and recommendations to customers when they needed help.
- Cleaning and rearranging the store after closure so it looked presentable when it opened next.
- Collaborating with team members so that service was quick and efficient , ensuring customer satisfaction.
- Help customers navigate required items on shop floor by proactively taking them to items location.
- assisted checkout team with till operations, order processing and bag packing during busy shopping periods.