



Haider Ali Husain

Customer Engineer

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Languages

- English (Native)
- Urdu (Fluent)
- Panjabi (Fluent)
- Hindi (Basic)
- Arabic (Basic)

About

With a strong background as a Sales Associate at Hamleys and Customer Representative at The Care Advantage, I excel in customer service, product demonstrations, and efficient retail operations. My adaptability enables me to thrive in fast-paced environments across high street and premium settings.

BRANDS WORKED WITH

- Hamleys
- Seven Spikes Relief
- The Care Advantage

Experience



● Charity fundraiser

Seven Spikes Relief | Jan 2023 - Jan 2024

Working as an entry-level charity fundraiser is a dynamic and fulfilling experience. You'll have the opportunity to engage with donors, assist in organizing events, and contribute to meaningful causes. This role provides valuable hands-on experience in fundraising while making a tangible difference in the community.



● sales assistant

Hamleys | Jul 2022 - Oct 2022

I have been working at Hamleys(Lakeside branch) as a full time sales assistant.
My main duties involve:
Working at the tills - I had to complete customers orders and convince them to purchase our atv's.
Recovery - would clean shop floor and placing all items in the correct order and keeping the area clean.
Floor assistant - I would advertise our products and help people out with their enquiries about our products.



● Customer Care

The Care Advantage | Nov 2021 - Jun 2022

I have been working as a Customer Care Administrator for a start-up Domiciliary Care Agency in Hainault. My main duties involve:

- Client Relationship Management – responsible for addressing any customer queries that arise via email or telephone. I am also responsible for scheduling all client appointments into management planners, if I am unable to resolve an issue or concern I escalate to the Registered Manager.
- Document Management – ensuring all documentation for a client is up-to-date and filed accordingly
- Marketing – attending promotional events to interact with the public in order to advertise and promote 'The Care Advantage' and it's services.

Education & Training

- 2023 - 2024 ● **SBU SIXTH**
T LEVEL, Finance
- 2017 - 2022 ● **Wanstead High School**
GCSE,