



Ibtissam Nihad

Stylist

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Languages

- English
- French
- Arabic
- Russian

About

You With a background in customer service and retail, I've thrived as a Stylist at Jo Malone, excelling in product knowledge and communication. My flexibility enables me to adapt from boutiques to pop-ups, with expertise in luxury goods. Exceptional at delivering customer experiences, I'm ready for my next retail role.

BRANDS WORKED WITH

- Exentral
- Jo Malone
- PRESTON PALACE HOTEL
- The Shamrock(Pub)
- UPSELLME

Experience

- Christmas stylist**
Jo Malone | Nov 2023 - Jan 2024
Role Responsibility: Deliver exceptional customer experience, building rapport and exceeding expectations Leverage your communication skills and our exceptional product ranges
- Part time BARTENDER**
The Shamrock(Pub) | Oct 2022 - Mar 2023
 - Retained in-depth bar and menu item knowledge, providing expert recommendations to suit guest taste.
 - Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability.
 - Maintained spotlessly clean and tidy bar area in line with health and hygiene regulations.
- Receptionist**
PRESTON PALACE HOTEL | Oct 2022 - Feb 2023
 - Greeted incoming customers in professional manner and provided friendly, knowledgeable assistance.
 - Screened and verified visitor IDs, maintaining security of personnel and office environment.
 - Managed bookings using Booker software to schedule, cancel and re-arrange appointments.
 - Provided clerical support to company employees, including copying, faxing and file management.
- Call Centre Agent**
Exentral | Mar 2021 - Feb 2022
 - Recommended call routing strategies, reducing average on-hold times.
 - Achieved daily performance targets, aiding department progression towards sales goals.
 - Increased client retention by building instant rapport and establishing customer trust.
 - Continually updated customer databases, ensuring compliance with GDPR regulations.
 - Handled high call volumes with accuracy and efficiency for optimum productivity.
- Call Centre Agent**
UPSELLME | Mar 2019 - Feb 2021
 - Recommended call routing strategies, reducing average on-hold times.
 - Achieved daily performance targets, aiding department progression towards sales goals.
 - Increased client retention by building instant rapport and establishing customer trust.
 - Maintained accurate knowledge of current services to provide informative customer advice.
 - Handled high call volumes with accuracy and efficiency for optimum productivity.

- Used outstanding problem-solving and communication skills to appease dissatisfied customers.

Education & Training

- 2020 - 2024 ● **Taras Shevshenko National University of Kyiv**
Diploma of Higher Education, Medicine,,
- **Shevchenko National University of Kyiv**
Master of Education,