



Hedaya Hachem

I'm a fast learner, easy going, hard working, knowledgeable and a people's person.

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Languages

English

About

I have a passion for creating exceptional experiences. Having honed my skills in the vibrant world of EL&N, i seamlessly blended creativity with precision to craft unforgettable moments. As a former luxury sales associate, i became adept at understanding the nuanced desires of clients, providing tailored solutions, and cultivating lasting relationships.

BRANDS WORKED WITH

Agency

Barista, EL&N

Barista, Yummy Licks

Experience



● Sales associate

TBC Agency | Jun 2023 - Dec 2023

I possess an exceptional ability to cater to high-end clientele, delivering personalised service that exceeds expectations. With professionalism, I adeptly handle diverse customer needs and expectations, ensuring a seamless and refined experience. My in-depth knowledge of luxury brands, products, materials, and craftsmanship enables me to convey product details and advantages convincingly, establishing a sense of trust with discerning customers.

Drawing from my experience, I excel in building and maintaining long-term client relationships, understanding the importance of cultivating loyalty in the luxury market. Additionally, my skills extend to effective inventory management, where I excel in tracking stock and ensuring the availability of popular items.

● Barista

EL&N | Aug 2020 - Oct 2022

In my role at EL&N, I not only memorised over 80 different drinks but also offered assistance with a welcoming smile. Handling the cash register and managing payments became second nature, and I maintained a keen awareness of opening and closing procedures. Keeping a watchful eye on stock levels, I communicated efficiently with the manager to ensure a well-stocked environment. Additionally, I seamlessly transitioned into the role of a waitress when needed, delivering exceptional customer service. Amidst the hustle, I excelled under pressure, consistently completing 10 tickets of drinks with precision and perfect timing.

● Barista

Barista, Yummy Licks | Jun 2020 - Jun 2021

In my role, I prioritised food safety, handling and serving food with a strong emphasis on sanitation. I contributed to maintaining an appealing sales environment by actively participating in the setup of eye-catching visual displays. My commitment to a positive customer experience was evident through efficient payment handling, encompassing cash, credit, and debit transactions. Simultaneously, I excelled in stock management, ensuring a well-organised and tidy space. Additionally, my attention to detail extended to packaging orders for timely deliveries with services like Deliveroo and Uber Eats.

Education & Training

● William Morris Sixth Form

A-level,

● SOAS University

Bachelor of Science,

