



Ahmad Alizada

Customer Service Assistant

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Languages

- English (Native)
- Persian (Native)

About

Experienced Sales Associate with strong customer service and sales skills. Proven track record in meeting targets, managing inventory, and thriving in fast-paced retail settings. Proficient in product knowledge and maintaining optimal stock levels for enhanced shopping experiences.

BRANDS WORKED WITH

- Argos
- Portobello Gifts and Souvenirs
- Premier Inn
- Reserved

Experience



Sales Associate

Reserved | May 2024 - Now

- Provided exceptional customer service, assisting customers with product selection and ensuring a positive shopping experience
- Maintained up-to-date knowledge of store products, promotions, and policies to effectively answer customer inquiries and drive sales.
- Collaborated with team members to achieve daily, weekly, and monthly sales targets, consistently meeting or exceeding goals.
- Efficiently managed inventory in the stock room, ensuring accurate stock levels and timely restocking of merchandise to maintain optimal product availability.



Warehouse Operative

Argos | May 2023 - Dec 2023

- Picked and packed orders, consistently exceeding all targets by 10%
- Demonstrated ability to work under pressure by maintaining high levels of performance during seasonal peaks
- Attentive to details: near perfect levels of accuracy in picking and packing

P/T Sales Assistant

Portobello Gifts and Souvenirs | Jan 2017 - Jan 2019

- Helped to efficiently run shop floor in a highly demanding and busy environment
- Provided outstanding customer service, often adapting each individual interaction to specific customer by making interaction in their spoken language
- Demonstrated strong ability to multitask, dealing with customer queries, serving customers at the tills and ensuring all stock is replaced immediately

Private Tutoring

- Conducted private GCSE Mathematics tutoring sessions thrice weekly, resulting in all three students achieving grades 6 and above.
- Enhanced communication skills by explaining complex concepts clearly.
- Developed creative teaching methods to make sessions interactive and engaging.

Reserved May 2024 – Present

- Managing responsibilities on the shop floor, ranging from replenishment and maintenance as well as conversing with customers and in the stockroom, ensuring efficient operations and excellent customer service.



Customer Service Assistant

Premier Inn | Apr 2016 - Apr 2016

- Improved organisational and time management skills by working in a busy hotel during busy periods
- Demonstrated technical skills, preparing and registering key cards for guests upon arrival

• Adapted to different roles during my period of work to ensure all areas of the business were covered, especially during peak hours

Education & Training

2020 - 2024 ● City University Of London
Bachelor of Science in Mathematics,