



Mamta Soneji

People orientated and a fast learner with a passion for retail, specifically fashion and beauty.

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Languages

Gujarati

Hindi

English

About

With proven sales experience at ZARA and Card Factory, I have a knack for boosting profits and engaging customers. My exceptional customer service skills have garnered 'Outstanding Service' reviews. Proficient in Hindi, Gujarati, and English, I adapt swiftly to diverse retail environments.

BRANDS WORKED WITH

Card Factory

Lloyds Bank

Utility Warehouse

ZARA

Experience



● Seasonal Sales Assistant

Card Factory | Sep 2023 - Dec 2023

- Exemplified teamwork and collaboration during the peak holiday season by continuously replenishing product, unpacking deliveries and merchandising stock; resulted in an average daily profit increase of £1700 compared to the prior Christmas season for the store.
- Secured a first place in the 'Perfect Day' store visit challenge, outperforming other regions through exceptional customer greetings, efficient queue management and adept product recommendations for specific occasions.
- Accumulated 5 personal 'Outstanding Service' reviews by fostering customer engagement through friendly interactions and meeting specific needs, resulting in positive feedback from the management team.



● Technical Customer Services Advisor Intern

Utility Warehouse | Apr 2023 - Jul 2023

- Managed technical issues across telecom products by keeping up to date with the latest product knowledge and escalating matters when needed to head office.
- Resolved 90% of customer issues promptly on call within the 20-minute target through troubleshooting, resulting in improved customer service ratings.
- Computed accurate online reports on customer queries and resolutions, keeping a systemised approach using Excel spreadsheets to meet daily deadlines.



● Temporary Part Time Sales Assistant

ZARA | Apr 2022 - Jun 2022

- Boosted customer referrals by 10% through proactive, socially engaging customer service, informed by knowledge of new arrivals, best sellers, and fashion trends.
- Performed operations on the iPod including stock checks and product requests. Increased iPod sales by 9% through upselling, resulting in a £500 store bonus for the month.
- Maintained a tidy and immaculate shop floor appearance, following the company standards resulting in positive feedback from the management team.
- Completed regular fire checks and security procedures in the store, as well as reporting maintenance issues, ensuring a safe experience for customers.



● Intern Customer Service Assistant and Shadowing

Lloyds Bank | Jul 2017 - Aug 2017

- Greeted customers from diverse backgrounds at the welcome desk with a friendly and professional demeanour, contributing to a positive image and improved customer retention.
- Provided information about finances to customers and referred them to various colleagues for specialised advice, reducing waiting time significantly, resulting in receiving an Outstanding Intern Award.
- Entrusted with cashier balancing at the end of the shift alongside the

manager, and independently processed payments in form of cash, credit card or cheques, demonstrating financial accuracy and efficiency.

Education & Training

2019 - 2023 ● **University College London (UCL)**

BA Politics, Sociology and East European Studies,