



# Yasmin el Hadad

Luxury sales associate

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## Languages

- English (Fluent)
- Arabic (Fluent)

## About

I am an ambitious and hardworking individual who has developed a mature and responsible approach to any task I undertake and always strives to achieve the highest standard possible. I am able to carry out tasks with great attention to detail and punctuality as well as motivate and direct my talents and skills to meet objectives. I am willing to discover and accept new ideas which can be put into practice effectively in a full-time or part-time position. I am currently looking for a new role to build on my broad range of experience in the retail, marketing and customer service sector.

### BRANDS WORKED WITH

- 360 Talent London
- Beauty Base- Ealing
- Boots Kensington
- Camberley Knights group Security
- DCK Group
- Flexy.com
- Hairdressing Soho
- Koru Kids
- Metro Bank PLC - Earls Court
- Molton Brown Regents Street
- Monopoly Life-sized
- Panni house
- Queens Park Community School
- Queenspark Pharmacy
- RSVP Online
- Security House
- Shoe Embassy
- Sixt rent a car
- The Fragrance Shop
- ZARA

## Experience



### ● Brand Ambassador

360 Talent London | Oct 2022 - Now

- Achievements and responsibilities:
- Attracted customers through new event concepts and interesting discussion topics.
  - Represented luxury retail brand with dedicated work ethic, immaculate presentation and fantastic communication skills.
  - Generated curiosity, trust and excitement when discussing product benefits and giving demonstrations.
  - Personalised customer experiences to deliver unique, premium and bespoke service.
  - Increased brand awareness by designing unique customer experiences encompassing brand values.

### ● Luxury Sales Associate

Molton Brown Regents Street | Feb 2023 - Oct 2023

- Providing a high luxury service to customers.
- Meeting and exceeding weekly ATV, KPIS and targets
- Monitoring sales performance through sales tracking tools and reported progress to sales representatives.
- Providing sales team with support materials for sales calls, trade shows and proposal responses.
- Devised strategies targeting online clients to increase conversion on company website.
- Helped troubleshoot problems with customer orders, customer queries, customer accounts and other related issues.
- Keeping up with new product launches and learning product knowledge.

### ● Front of House Staff

Monopoly Life-sized | Jul 2021 - Jan 2023

- This role involves greeting customers and answering any queries at the front desk and explaining rules to customers before they began their game at the attraction
- A high level of customer service was always maintained and provided each day

- Daily job role included:
- Receiving and making all telephone calls efficiently, dealing with enquiries, bookings and cancellations in a professional manner
- Contacting clients if alternative arrangements need to be made
- Greeting all clients who enter the attraction
- Handling bill payments and customer leaving phase, and following agreed customer service journey
- Kept reception area clean and neat to give visitors positive impression of the company.



### ● Customer Service Advisor, RSVP Media Response

RSVP Online | Jun 2021 - Sep 2021

- Deliveroo and uber eats account: This will role is a customer service role working from London Canary Wharf office, primarily receiving inbound calls with occasional email work
- The role has involved responsibilities such as staff need to handling calls, chats, escalations and emails.
- B2B Sales



### ● Sales Assistant

ZARA | Mar 2021 - Nov 2021

- My job role as a sales assistant is the responsibility of helping customers find the products most suitable for their needs
- I also replenish clothing stock as needed and keep the sales floor neat and clean.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Managed till operations by promptly and precisely scanning items, processing payments and issuing receipts.

### ● Admin Assistant

Flexy.com | Nov 2020 - Sep 2021

- At flexy i was able to book various admin roles across London
- Each role required me to ensure i had knowledge of the company and provided exceptional customer service
- My role included carrying administrative duties such as filing, typing, copying, binding, scanning etc
- Organising travel arrangements for senior managers
- Whilst also Writing letters and emails on behalf of other office staff
- Booking conference calls, rooms, taxis, couriers, hotels etc
- I also worked in a number of stores such as John Lewis and Waitrose.



### ● Fragrance Supervisor/Keyholder

The Fragrance Shop | May 2020 - Mar 2021

- At The Fragrance shop my role Consisted of serving customers mostly at the till point
- I also aimed to deliver excellent customer service
- I would help ensure that the store is well stocked and a high level of store presentation is maintained while also actively being involved in achieving the store targets
- Additionally I was then promoted to be a key holder , making sure I open and close shop while also counting stock each day and completing the end of day by closing all tills and timesheets.

### ● Bank Support Worker

Metro Bank PLC - Earls Court | Nov 2019 - Feb 2020

- My role involved greeting and welcome customers, helping customers with cash machine's, handling large amounts of cash, cheques and working on the counter line.
- Ensuring a high level of confidentiality
- Dealing with any customer queries on accounts and issues e.g. fraudulent activity



### ● Rental Sales Agent

Sixt rent a car | Oct 2019 - Jan 2020

- Reached sales targets through vehicle upgrades, insurance and optional extra upselling.
- Handled high-volume vehicle reservations within target timeframes to achieve service KPIs.
- Delivered first-class service throughout customer bookings, collections and returns to increase loyalty and recommendations.
- Valeted cars between customers to achieve excellent cleanliness and condition.



### ● Beauty Ambassador

DCK Group | Jul 2019 - May 2020

- My job role was as a makeup brand ambassador
- This role included maintaining and managing both the stock room and the shop floor ensuring everything is up to standard and in place
- I also did stocktake each month and be tasked with order more stock if required
- When working on the shop floor I would assist customers suggesting items for them to purchase
- I would aim to meet customers' needs and have the customer leaving with a smile.



### ● Sales Assistant

Shoe Embassy | Jun 2019 - Nov 2019

### ● Nanny/Babysitter

Koru Kids | Feb 2019 - Sep 2022

- caring for children during weekends, evenings, and summer and winter breaks
- Skilled in creating fun, engaging, and educational activities, while prioritizing children's safety and well-being
  - Trusted by parents, and provide affection for all of the children I care for
  - Daily job role included:
    - Play with children and read bedtime stories, improving children's interest in reading and storytelling
    - Clean and organize the house, minimizing parents clean up times
    - Help with homework
    - Ensure children are bathed, fed, and in bed prior to parents' return

### ● Fragrance Consultant

Beauty Base- Ealing | Feb 2019 - Aug 2019

- I provided administrative support to the manager and was allocated some other duties by managers
- I was trained on how to answer the phones and how to encourage people to join the company
- I asked had daily targets which I aimed my best to achieve.
- Fragrance Consultant, Beauty Base- Ealing  
February 2019-August 2019
- My position was to help customers with queries
- I would work on the floor suggesting new perfumes to customers and helping them choose different scents.

### ● Receptionist/Administrator

Hairdressing Soho | Jan 2019 - Sep 2019

- Delivered front of house duties with warm and professional manner.
- Answered and helped resolve enquiries from clients, vendors and general public.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Monitored office supplies inventory, promptly reordering low stock items to prevent workflow disruptions.

- **Sales Advisor**

Boots Kensington | Oct 2018 - Jul 2019

- I was trained on how to stock up the shelves and was promoted working on the tills where I was also able to assist customers with any questions or inquiries they may have
- I learnt how to work quickly under pressure and under a time limit
- Began as Christmas temp however stayed on throughout the year

- **Steward/Security House**

Camberley Knights group Security | Jun 2017 - Dec 2018

- A trained qualified SIA operative, level 2 Event Stewards
- Ensuring spectators are happy, answering any questions/queries
- Prioritizing the safety of spectators and the team
- Promoted to a steward supervisor



- **Call Advisor**

Security House | Jan 2017 - Nov 2017

- Ensured full compliance with contact centre procedures and data handling processes.
- Maintained in-depth understanding of insurance product offerings to deliver high-quality advice.
- Achieved daily performance targets, aiding department progression towards sales goals.

- **Waitress**

Panni house | Aug 2016 - Oct 2016

- Daily management of the till and being responsible for processing card and cash payments
- Duties involved helping restock drinks, savouries etc.
- Providing a memorable service to all customers
- Promoted to become a senior barista after being trained, being able to make drinks, serve food and interact with customers providing great customer service.



- **Reading Mentor**

Queens Park Community School | Sep 2015 - Sep 2016

- Assisted KS3 students with reading to improve their literacy
- Helped inspire them to channel their imagination and creativity into their writing.

- **Pharmacist**

Queenspark Pharmacy | Apr 2015 - Oct 2015

- Helping out at till services
- Assisted with scheduling medicines for patients
- Organized and delegated deliveries
- Helping customers find products they need around the pharmacy solving any queries and questions they may have
- In charge of ensuring the stock room was always organised

- **Guest Ambassador**

| Apr 2021

Attractions – London

- As a member of the team, my role was to deliver outstanding experiences for guests ensuring their time with company is a memorable one
- I was responsible for the safety of guests by greeting them and guiding them through the experience
- I was assisting the guests as they enter an exhilarating adventure and will be monitoring game play
- I aimed to be a team member with sparkle and passion that is genuinely interested in delivering high-quality guest service as a team-playing attitude is a must.

## Education & Training

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2022 - 2023 ● **University of Roehampton**

Human rights and law,

2022 - 2023 ● **University of Greenwich**

International tourism management , Tourism

2016 - 2018 ● **Queens Park Community School**

A-C,,