

# Eibad Shakeel

Sales associate

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## Languages

English

Urdu

## About

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. I am excellent in working with others to achieve a certain objective on time and with excellence in which also I am a hard-working, dedicated, and self-motivated individual that has good communication and interpersonal skills which were developed whilst in my studies. I have successfully been able to combine my studies with other commitments, demonstrating that I am coordinated, self-motivated, and capable of working well under pressure and according to strict deadlines. I have a strong interest in delivering good customer service ensuring the best service is provided.

### BRANDS WORKED WITH

Central Estate

Eat More

Find My Staff Ltd/Carlisle

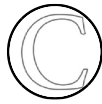
Tesco

## Experience

### ● Event Steward

Find My Staff Ltd/Carlisle | May 2023 - Sep 2023

- Assisted attendees during concerts and football matches at Tottenham Stadium.
- Guided individuals to their respective gates for seamless entry.
- Merchandise Assistance - Provided information on merchandising locations within the stadium. Assisted Customers in locating and purchasing merchandise.
- Problem Resolution - Addressed and resolved various issues and situations that attendees encountered. Offered assistance with ticket-related problems and inquiries.
- Ticket Issue Clarification - Identified issues with tickets and explained the nature of the problem to Attendees. Ensured clear communication to enhance understanding of ticket-related concerns.
- Directional Guidance - Directed individuals to the appropriate locations, such as the ticket office, for issue resolution. Provided step-by-step guidance on procedures to address ticket concerns.
- Customer Satisfaction - Ensured a positive and satisfying experience for attendees. Strived to meet and exceed customer expectations in problem resolution.
- Effective Communication - Clearly communicated procedures and information regarding ticket concerns. Facilitated understanding by explaining the resolution process in a straightforward manner.
- Customer Engagement - Engaged with Attendees in a friendly and approachable manner. Giving a welcoming environment and addressed concerns with empathy.
- Adaptability and Quick Thinking - Adapted to dynamic situations during events. Utilised quick thinking to address unexpected challenges and maintain a positive atmosphere. My experience as a steward at Tottenham Stadium has not only equipped me with practical skills in event management and customer service but has also shaped me into a more adaptable, communicative, and customer-focused professional. These valuable lessons have left a lasting impact on my overall professional development, providing a solid foundation for future goals in diverse work settings.



## ● Real Estate Agent

Central Estate | Oct 2021 - Jul 2022

- Customer Calls - Handling customer calls with a focus on understanding their interests. Assisting customers in finding optimal solutions to meet their needs.
  - Face to Face Interactions - Interacting with customers in person to address specific situations. Providing assistance with paperwork to streamline processes.
  - Phone Call Reminders - Making phone calls to remind customers of important dates, such as property viewings. Ensuring customers are well-informed and prepared for scheduled events.
  - Customer Engagement - Engaging proactively with customers to enhance their experience.
  - Problem Solving - Troubleshooting and resolving customer issues effectively. Offering guidance and support in navigating challenges.
  - Communication Skills - Demonstrating effective communication both over the phone and in person. Clear articulation of information and instructions for customer understanding.
  - Organisational Skills - Managing and organising customer-related paperwork for efficient record keeping. Coordinating schedules and dates to ensure smooth customer experiences.
  - Customer Relationship Management - Developing and maintaining positive relationships with customers.
  - Adaptability - Adapting to various customer needs and dynamic situations. Being flexible in providing solutions tailored to each customer's requirements.
- Within the year I have been working I have gained lots of experience, which has helped me gain knowledge and a better understanding on how working in an office works and also on how we interact with customers to help them have the best experience possible.



## ● Door to Door Flyer Distributor

Eat More | Feb 2021 - May 2021

- Maintained under the company's leaflet distribution objective while distributing more than 150 leaflets each hour.
- Exceeded the daily goal of 400 leaflets delivered to households and businesses.
- Increase the likelihood that residents may look at the evaluation by being respectful and friendly to them.

In a short amount of time during my three months there, I had to arrange shelves and distribute flyers. Therefore, there, I greatly improved my time management skills as well as my ability to operate under pressure. To finish any activities or reach any goals, I'm ready to push myself outside my comfort zone. I'm always willing to receive professional training to enable me to perform my duties.



## ● Customer Assistant

Tesco | Jul 2019 - Aug 2020

- Customer Service - Interacted with a diverse range of customers, addressing inquiries, resolving issues, and ensuring a positive shopping experience.
- Cash Handling - Managed cash transactions accurately and efficiently at the checkout, ensuring the correct amount of change and handling payments through various methods.
- Stock Management - Participated in stock replenishment, shelf stocking, and maintaining product displays to optimise merchandise presentation.
- Team Collaboration - Worked collaboratively with colleagues to achieve team goals, covering tasks

such as restocking, cleaning, and assisting in various store departments.

- Problem Solving - Faced and resolved challenges, such as handling customer complaints, product availability issues, and unexpected situations during the work shift.
- Product Knowledge - Developed a good understanding of the products sold, enabling effective customer assistance and providing information about promotions or new items.

## Education & Training

- 2023 - 2023 ● **University of Westminster**  
Bachelor of Science in Business Management,
- 2021 - 2023 ● **Leyton Sixth Form College**  
A-Level or equivalent in Business Management - DDM,
- 2020 - 2021 ● **Leyton Sixth Form College**  
Btec Level 2 in Business Management,
- 2015 - 2020 ● **Kelmscott Secondary School**  
GCSE or equivalent in Maths, English, Science, Business Studies, Photography, Computer Science, Religious studies,