

Rashida Colubali

Sales associates/assistant

[View profile on Dweet](#)

Languages

English

About

Driven professional with a background in sales, customer service, and receptionist across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. I seek to leverage substantial target achievement to progress within a growing company.

BRANDS WORKED WITH

Easyjet/Optime Group agency- Gatwick Airport

Faz hair and cosmetics ltd

Fifi's Hair and Cosmetics

Manpower (Royal mail)

Pandora

Screwfix

Waitrose & Partners

Experience

● Sunday Delivery Driver

Manpower (Royal mail) | Jun 2023 - Sep 2023

- Deliver mails and parcel to customers
- Using a hand-held computer device to act as a routing system and capture customer signatures
- Good time keeping and customer service skills
- A professional appearance and attitude and confidence when dealing with people
- Working equally well as part of a team and on your own initiative



● Sales Assistant

Screwfix | Mar 2023 - Apr 2023

- Hosted welcomed customers into the store, understand what they need, guide them to the right products, and make it super easy for them.
- Assisted with deliveries, maintaining product stock, collecting customer orders and keeping standards high.
- Maintain stock levels in store.
- Create merchandising displays.
- Assist customers by identifying products to suit their needs.
- Handle payments.
- Deliver customer service.
- Receive and unpack stock.

● Check in agent

Easyjet/Optime Group agency- Gatwick Airport | Jul 2022 - Nov 2022

- Acted as first point of contact for customers to resolve potential issues with reservations.
- Greeted customers with warmth and enthusiasm for faultless front-of-house service.
- Dealt with high-volume calls and emails competently to meet service targets.
- Communicated reservation confirmations to Staff and guests.
- Processed payments and online bookings with zero error.
- Conducted calls professionally and politely to maintain excellent service standards.
- Mandatory checks on passports on boarding passes
- Mandatory Visa checks
- Supporting passengers and bag drop

● Sales Assistant/Receptionist

Fifi's Hair and Cosmetics | Aug 2021 - Jun 2022

- Accepted and processed cash, cheque, card, and mobile payments using POS systems.
- Performed daily store opening and closing, readying sales floor, and ensuring security measures.
- Maintained impeccably high standards store presentation and hygiene thorough cleaning.
- Used product knowledge, sales abilities, and customer relations skills to drive substantial profit increases.
- Processed sales, exchange, and refund transactions efficiently to reduce customer waiting times.
- Operated cash registers with proficiency during high-volume shopping times, reducing customer queues.
- Ensured immaculately tidy retail areas through regular cleaning, delivering optimal first impressions.
- I Offered a warm welcome to salon customers, providing a thorough check-in procedure to enhance service efficiency.
- Kept communal salon areas and treatment rooms spotlessly clean to maintain a professional, high quality
- Admin work such as booking appointments, answering phone calls, checking invoices and inventory and going through documents



● Stock Replenishment

Waitrose & Partners | Nov 2019 - Oct 2021

- Routinely check the identification of customers purchasing alcoholic beverages, also not being afraid to challenge 25
- Make sure to provide exceptional service to customers by being friendly, knowledgeable, and accommodating
- Being able to resolve customer complaints and deal with queries in line with company policy.
- Highly experienced and reliable Grocery Retail worker with exemplary customer service record. Especially adept at creating innovative and visually attractive food displays. Able to maintain excellent cordial and professional relationships with staff and customers. Handle all customers courteously and efficiently.
- Professionally represented Waitrose's customer-facing role and maintained outstanding standards in all aspects of work.



● Sales Advisor

Pandora A/S | Oct 2018 - Jan 2019

- Work under pressure in over crowded environment and the festive period
- As a sales advisor, I had to be aware of commercial awareness to deliver the top-selling items to customers and the things they have requested for
- As well, I had to keep customers up to date with the promotions and discounted items in store
- I had to make sure I met my target and sold at least 2-3 items or more in each transaction.
- Handled concerns and complaints with compassion and care, delivering positive outcomes for continued customer loyalty.
- Maintained store window displays, increasing shopper appeal to drive foot traffic and potential sales.
- Used active listening and relationship-building skills to assess customer needs, build rapport and deliver viable solutions.
- Established customer purchasing needs, offering personalized guidance with product and accessory selection.

- **Sales Assistant**

Faz hair and cosmetics ltd | May 2016 - Jul 2017

- During my time working at Fab hair, I achieved skills by building my customer service with customers; I learned different types of products within the business, also advised customers on how to look after their hair and which is the best product for them.
- A customer was happy because they saw improvement with the item I promoted.
- Consistently achieved sales targets through outstanding service, product expertise, and upselling abilities.
- Explained unique product features to engage customers, highlighting benefits, applications, and uses.

Education & Training

2021 - 2023 ● **University of West London**

Bachelor of Biomedical Science,

2018 - 2020 ● **South Thames College**

Certificate of higher education in Health and social care / Access to midwifery,

2016 - 2018 ● **City of Westminster College**

Diploma of higher education in Media Studies,

2011 - 2016 ● **Bacon's College**

GCSE,