



# Milad Yakobi

Sales Assistant

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## Languages

English (Fluent)

Dutch (Fluent)

## About

Your work experience at Selfridges as a sales associate in click and collect involved handling orders, serving customers at tills, and supporting various areas including Canada Goose, Prada, CP Company, and more. You also managed customer inquiries and resolved issues efficiently. Additionally, you ensured seamless processing of online orders for in-store pickup. Your dedication to providing excellent service and your efficiency make you a valuable asset to any team.

### BRANDS WORKED WITH

- Manor Mangal
- Selfridges
- Sunday Market

## Experience



### ● Sales associate

Selfridges | Feb 2022 - Now

I'M CURRENTLY WORKING AS A CLICK AND COLLECT SALES ASSOCIATE AT SELFRIDGES, AND I'VE BEEN LOVING EVERY MINUTE OF IT

IN MY ROLE, I'M RESPONSIBLE FOR MANAGING THE CLICK AND COLLECT COUNTER, WHERE I MAKE SURE OUR CUSTOMERS RECEIVE EFFICIENT AND FRIENDLY SERVICE WHEN PICKING UP THEIR ONLINE ORDERS. I'M ALWAYS READY TO PROVIDE THEM WITH PRODUCT INFORMATION AND ASSISTANCE, AND I HANDLE RETURNS AND EXCHANGES WITH A SMILE TO MAINTAIN HIGH LEVELS OF CUSTOMER SATISFACTION.

AND WHEN IT COMES TO ORGANIZING THE CLICK AND COLLECT AREA, I'M ALL ABOUT MAKING SPACE AND WORKFLOW TO MAKE SURE EVERYTHING RUNS LIKE CLOCKWORK.

OVERALL, I'M PASSIONATE ABOUT DELIVERING TOP SERVICE AND MAKING SURE EVERY CUSTOMER LEAVES WITH A SMILE ON THEIR FACE.

### ● CHEF ASSISTANT

Manor Mangal | Feb 2024

- Clean and inspect galley equipment, kitchen appliances, and work areas to ensure cleanliness and functional operation.
- Cook foodstuffs according to menus, special dietary or nutritional restrictions, or numbers of portions to be served.
- Perform various financial activities such as cash handling, deposit preparation, and payroll.
- Greet and seat guests, and present menus and wine lists. (SELRIDGES LONDON OXFORD STREET)

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### ● SALES ASSISTANT

Sunday Market | Feb 2018 - Jul 2020

- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Watch for and recognize security risks and thefts and know how to

prevent or handle these situations.  
• Bag or package purchases and wrap gifts.

## Education & Training

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2024

● **Uxbridge College**

NFCE Level 3 btec Uniformed Public Services,