



Reda Sakhri

Customer Service Assistant

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Languages

English (Native)

French (Work Proficiency)

About

A dedicated and customer-focused individual with three years of valuable experience in the dynamic world of retail. With a passion for providing exceptional service and a keen eye for detail, I have thrived in various retail environments, honing my skills and contributing to the success of each team I've been a part of.

Throughout my retail journey, I have developed a deep understanding of customer needs and preferences, enabling me to anticipate their requirements and exceed their expectations consistently. Whether assisting with product inquiries, handling transactions, or resolving issues, I approach each interaction with professionalism, empathy, and a commitment to delivering a positive shopping experience.

My tenure in retail has equipped me with versatile expertise across various departments, including sales floor operations, inventory management, and merchandising. I am adept at maintaining organized and visually appealing store layouts, ensuring that products are showcased effectively to drive sales and enhance customer engagement.

Furthermore, I thrive in fast-paced environments, where I have learned to adapt quickly to evolving priorities and multitask efficiently. My strong communication and interpersonal skills have facilitated seamless collaboration with colleagues, fostering a supportive team environment focused on achieving collective goals.

In addition to my frontline responsibilities, I have demonstrated leadership potential by mentoring new team members, sharing best practices, and assisting with training initiatives. I take pride in contributing to a positive work culture that values teamwork, accountability, and continuous improvement.

Driven by a genuine passion for retail and a commitment to excellence, I am excited about the opportunity to leverage my skills and experiences to make meaningful contributions to future endeavors in the retail industry.

BRANDS WORKED WITH

MATALAN Beckton Branch

DLR Keolis Amey (TST Events) Stratford/Canning Town

HYROX

Experience

● CSA (CUSTOMER SERVICE ASSISTANT)

DLR Keolis Amey (TST Events) Stratford/Canning Town | Apr 2024 - Now

Greeted customers with an upbeat tone and consultative sales style. Provided excellent customer service under pressured conditions. Worked both early morning and late night shifts accommodating the work rota. Guided Passengers around the stations in order to help ease their journey. Assisted Passengers With any Ticket/Direction Queries.

● CSA (CUSTOMER SALES ASSISTANT)

MATALAN Beckton Branch | Jan 2020 - Jan 2023

Delivered store sales targets with tailored add-on sales and product recommendations. Informed customers regarding promos and warranty services to increase sales. Greeted customers with an upbeat tone and consultative sales style. Provided excellent customer service under pressured conditions. Worked both early morning and late night shifts accommodating the work rota. Multitasking using the till system and communicating with customers to provide maximum efficiency and work rate. Worked through many Christmas and Boxing day shifts (8+ hours), Relieving pressure of the workforce.

Education & Training

2021 - 2023 ● **ACADEMY 1 SPORTS (NEWHAM COLLEGE)**
Diploma,

2016 - 2021 ● **Brampton Manor Academy**
Secondary Education,