



# Jordan Nyanzi

persistent, flexible and head strong

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## Languages

English

## About

A seasoned retail professional, I've honed customer service skills at UNIQLO and ZARA, excelling in fast-paced environments. My adaptability and experience in stock control, delivery processing, and store maintenance make me an efficient asset. Fluent in English with a keen eye for menswear, womenswear, accessories and leather goods.

### BRANDS WORKED WITH

- Dishoom
- DPD Amazon
- UNIQLO
- ZARA

## Experience



### ● Customer sales advisor

UNIQLO | Oct 2023 - Now

Over my time at Uniqlo as customer service advisor I would engage closely with customers to help out with any queries they may have, whether it was for example looking for specific size, specific item, welcoming them in the fitting rooms and etc while still providing an outstanding customer service. As well as doing that I also help deal with product deliveries and shipments particularly in the openings before the store opened. To add to that I would also help with creating visual displays, layouts, relaying the voice of the customers about products and service to my management to make it an easy to shop to environment for our customers. Since starting this role in October I've learned a lot and continue to do so right now at this moment while still working here, with also my previous experience in retail with Zara which was actually my first job and added experience in hospitality its helped me along the way to be able to engage with customers comfortably ensuring smooth operations among the store floor.

Furthermore, the retail jobs I've done have all been temporary but I believe now I'm ready for something permanent and been looking for something permanent as I hope to continue to expand on my skills learnt here in retail especially as I have a clothing brand myself where I would like to apply everything I've learnt here on how to run an established clothing brand; knowing how to hit targets which I can now add I'm understanding how to while I've been here at Uniqlo from, reduce OoS, dealing with missing SKU's and so forth as well as management of stock.



### ● Waiter/Server

Dishoom | Apr 2022 - Mar 2023

Entering Dishoom I started off as a runner, running food and so forth to the correct tables, done work in the 'back' of the restaurant like filling up sauces, cleaning and drying cutlery as well as other tasks that were important to helping the restaurant run smoothly but as time went on with patience and hard work I became cocktail waiter then soon waiter where it has been around a year since I started that it includes

- welcoming in our guests while they wait for their reservation whether it's serving them a drink or an appetiser
- making them feel safe and comfortable with the extra service and hospitality
- looking after the guests by taking their orders, requests or handling any issues on the table that need sorting out
- making sure area is clean and presentable for them to enter and feel comfortable in like: clean table tops; sweep permit room

other tasks include

- restocking napkins, straws, cutlery
- help bar with garnish prep and juices
- as well as help out other server departments when in need of assistance or help if it gets too busy

- **Sales assistant**

| Jan 2022 - Apr 2022

Colchester by my old university in Essex where I would balance both at a time, I learnt a furthermore about sales especially in the marketing aspect of it being able to sell off your product, however what made precision from the rest was that it was trained us as sale ambassadors for charities and NGOs; paid through commission I had to make sure I was performing at my best. Trying to do that I would learn off and imitate the older and longer time workers there that had the much-advanced experience on the area of work; they would teach us one on one for training before we went out on the field and gave us as much tips and knowledge possible to shape us into the best salespeople we could be, eventually soon becoming teachers and trainers ourselves to the newcomers which eventually ended up being the case as time came to the end of my time there.

Must I add that the marketing and sales was done through door to door so it was considerably not nice when being rejected on the front step by people and doing what felt like endless walking but with that came new character, built resilience and helped me to understand I had to take this even more serious and develop on my sales skills to ensure I wouldn't have to suffer as much in those cold mornings or nights on the field and of course to best ensure I deliver for those customers and those we were ambassadors for.

- **warehouse operative**

DPD Amazon | Aug 2021 - Oct 2021

- June-August 2021
- August-October 2021

I first started off at Dpd as my first warehouse job, they were night shifts as well as well as amazon. I had duties as a warehouse operative to lift small to large parcels, storing goods, pick and packing orders and etc, so I'm familiar with the environment and how everything goes and a very adaptable furthermore fast worker.



- **customer sales assistant**

ZARA | Dec 2019 - Jan 2020

where i was customer sales assistant; I was set to perform duties such as looking after and maintaining the store floor, introduce myself to guests to make them feel welcome and let them know of my available assistance; closing the floor along the rest of the store with the crew and much more.

Zara taught me a lot especially as this was one of my first jobs, I learnt to be confident in speaking to people, my body language skills improved such as eye contact, hand movements etc. This only I can say enhanced my communication skills as a whole; I done this for around 2 months before the term ended. Short term yes but i gathered a lot which I only took my next jobs.

## Education & Training

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2023 - 2029

- **University of Greenwich**

Business with Marketing, Business

2018 - 2020

- **COOPERS SCHOOL**

BA Hons Accounting and Finance.,