



Masouma Mohamed

Sales Assistant

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Languages

English (Native)

About

I excel in enhancing customer experiences and surpassing sales targets at prestigious retailers like Harrods and Debenhams, with a flair for visual merchandising and deep knowledge in womenswear and beauty & fragrances. Skilled in creating positive customer relationships, I thrive in dynamic retail settings.

BRANDS WORKED WITH



Experience

● Temporary Sales Assistant

Harrods | Jan 2022 - Sep 2022

- Maintained sales floor presence at shopping centre in fashion outlet.
- Regularly assisted 100+ customers a day on the shop floor, following up and upselling.
- Contributed to visual appearance of the store that won national award for best presented store in the chain.
- Repeatedly scoring 96%+ on product knowledge assessments.



● Tutor

MyTutor | Dec 2021 - Sep 2022

Tutoring students online using teachers notes to help plan lessons to teach students. Main obligations:

- Planing lessons, creating quizzes and finding resources
- Marking work in lessons and providing feedback for the group
- Creating homework questions upon requests from parents
- Meeting with parents often and updating progresses
- Highlighting strengths and developments of students

• Increased students grade by a whole grade and received 5 stars on MyTutor website



● Sales assistant

Debenhams | Sep 2019 - Feb 2020

- Exceeded monthly sales target by a minimum of 5% for 18 months in a row.
- Reduced stock losses by 30%.
- Created and fostered warm customer relationships.
- Took charge of opening and closing up the shop at times, cashing up, stock control and visual merchandising.

Education & Training

2021 - 2024

● Queen Mary University of London

Medical Genetics Bsc,,