



Tamanna Ullah

hardworking, friendly, and adaptable individual with excellent customer service skills strong attention to detail

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Languages

English (Fluent)

Bengali (Fluent)

Urdu (Fluent)

About

As an adaptable professional with retail management experience, I've excelled in roles like Sales Trainer at Fw Beauty and Sales Associate at Clarks. My strengths lie in providing excellent customer service, driving sales, meeting targets, and handling various operational tasks. Proficient in English, my diverse expertise spans high street boutiques to shopping centres.

BRANDS WORKED WITH

Clarks

Fw beauty

getir

Greggs

Marriott Hotel

Primark

RS Worldwide

Superdrug

Experience

● Team Leader/sales trainer

Fw beauty | Dec 2022 - Now

- Created and maintained a monthly rota, ensuring adequate staffing coverage.
- Authorized holiday requests and managed attendance, monitoring lateness and sickness.
- Recorded staff warnings and addressed any performance issues.
- Handled customer emails and direct messages, providing excellent service and support.
- Managed the Shepherds Bush click and collect service, ensuring smooth operations.
- Monitored cash flow and handled banking responsibilities.
- Addressed customer complaints promptly and effectively, striving for customer satisfaction.
- Oversaw staff appearance and behavior, ensuring adherence to company standards.
- Managed stock ordering to maintain inventory levels.
- Coordinated delivery management, ensuring timely and accurate shipments.
- Organized staff breaks to ensure a smooth workflow and employee well-being.
- Ensured adequate staffing coverage at all times, delegating tasks as needed.
- Managed the distribution of flyers to promote the business.
- Monitored performance targets and provided guidance to achieve them.
- Maintained high cleaning standards to create a pleasant environment for customers and staff.
- Supported training and development initiatives to enhance team members' skills and growth.

● Sales Associate/Key Holder

Clarks | Dec 2018 - Now

- Effectively selling shoes and accessories using clarks product training.
- Supporting the maintenance of high retail standards both in the front and back of the store.
- Helping achieve key store KPIs by delivering sales and training at target levels.
- Delivering a great brand experience by staying up to date with product knowledge and utilizing technology.
- Keeping the sales floor and back of house areas in top shape to maintain high brand and retail standards.
- Putting stock away in the correct places and keeping the stockroom aisles clear.
- Following Health and Safety procedures and representing the Clarks brand at all times.
- Following cash and stock security procedures to company standards.
- Regularly reviewing your own performance and maintaining a personal development plan.

- **Waitress**

Marriott Hotel | Jan 2021 - Sep 2022

1. Customer Service: Delivering exceptional client service to a high volume of customers requires strong interpersonal and communication skills. 2. Time Management: Handling 200 customers per shift during peak times requires effective time management to ensure efficient service. 3. Attention to Detail: Setting up tables for multiple meals and maintaining a clean environment demonstrates your attention to detail. 4. Multitasking: Managing various tasks like making beverages, serving customers, and performing maintenance shows your ability to handle multiple responsibilities simultaneously. 5. Adaptability: Working in a fast-paced environment and being able to adapt to changing circumstances is crucial for success in your role.



- **Sales Assistant**

getir | Dec 2021 - Jul 2022

Warehouse operative

Education & Training

2018

- **Creative College London Shoreditch Sydenham School, Dartmouth**

A-Level or equivalent in Graphic design,