

# Uma Ali

Sales Associate & Stylist

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## Languages

Bengali (Basic)

English (Fluent)

## About

I am a passionate retail professional with experience at Levis, John Lewis, and Claires. Skilled in customer service, visual merchandising, and maintaining stylish shopping environments. Adaptable to fast-paced settings and dedicated to enhancing the customer experience.

### BRANDS WORKED WITH

Levis

(Christmas temp), John Lewis

Claires

## Experience

### ● Stylist

Levis | Jun 2023 - Now

- Consistently provided high-quality customer service, exceeding sales and individual targets through product knowledge and personalized styling advice.
- Demonstrated attention to detail in visual merchandising, contributing to a visually appealing shop floor.
- Maintained a strong knowledge of the latest fashion trends, ensuring an up-to-date and stylish shopping experience for customers.

### ● Selling partner

(Christmas temp), John Lewis | Nov 2022 - Dec 2022

- Proactively recovered products and maintained an aesthetically pleasing shopping environment, contributing to a positive customer experience.
- Greeted customers warmly, managed cash registers efficiently, and provided assistance to customers in locating items within the store.

### ● Sales associate

Claires | Apr 2022 - Aug 2022

- Delivered excellent customer service, addressing promotions, inquiries, and concerns with a friendly and approachable demeanor.
- Managed online click and collect orders, ensuring efficient and accurate fulfillment to enhance customer experience.
- Monitored and stocked products, maintaining visual merchandising standards, and ensuring products were safely and attractively tagged.
- Diligently maintained a clean and safe environment, contributing to a positive shopping atmosphere.

### ● Crew member

McDonalds | Aug 2021 - Apr 2022

- Provided exceptional customer service, handling payments, and managing multiple orders with a keen eye for detail.
- Maintained a clean, organized, and hygienic environment, ensuring a welcoming atmosphere for customers.
- Demonstrated effective face-to-face verbal communication with customers, fostering positive interactions.
- Adapted swiftly to the fast-paced environment, efficiently fulfilling orders while prioritizing customer satisfaction.

## Education & Training

2016 - 2023

### ● bow School

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