



Saher Ahmed

Creative Consultant and Social Media Manager

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Languages

- English
- French
- Tamil
- Hindi
- Urdu

About

Dynamic Sales Consultant with 2+ years of experience in the retail industry and social media management, possessing a unique blend of creativity, design flair, and strong sales acumen. Adept at identifying customer needs, offering personalized styling advice, and consistently delivering outstanding customer service to boost sales and foster long-term customer relationships. Proven ability to communicate effectively, resolve challenges, and demonstrate in-depth product knowledge, contributing to overall team success and business growth.

BRANDS WORKED WITH

- Wolford
- Newbury Racecourse
- Tottenham Hotspur
- White Haathi

Experience

● Creative Consultant

Tottenham Hotspurs Stadium | Aug 2023 - Nov 2023

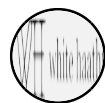
- Enhanced fan experience and customer satisfaction by actively engaging with football enthusiasts and visitors, providing exceptional service and support.
- Contributed to a 10% increase in event revenue by maintaining an attractive, well-organised retail space that encouraged customer purchases.
- Supported a 15% boost in customer retention by fostering positive relationships and ensuring a seamless shopping experience for patrons.



● Premium Hospitality

Newbury Racecourse | Apr 2023 - Jul 2023

- Spearheaded the flawless execution of a wide array of events by employing efficient operations management strategies in a high-octane setting, contributing to a 25% surge in event revenue.
- United with team members to set up and operate retail booths, offering top-notch customer service to event attendees, which resulted in a 15% increase in customer satisfaction ratings.
- Skillfully managed cash transactions, ensuring 100% accuracy, while also diligently monitoring inventory levels, maintaining precise records that facilitated data-driven decision-making and a 10% reduction in stock discrepancies.



● Design Intern

White Haathi | Feb 2022 - Jul 2022

- Actively participated in the conceptualisation, design, and launch of a novel product offering, which led to a 15% increase in revenue and a 10% expansion in market share within the first six months.
- Implemented and managed an efficient filing system for the office, streamlining document retrieval and reducing time spent searching for information by 20%, thereby enhancing overall productivity and precision.



● Retail Consultant

Wolford | Dec 2023 - Mar 2024

- Increased sales revenue by 40% within 6 months by actively engaging with customers, building rapport, and showcasing extensive product knowledge, ultimately driving customer loyalty and repeat business.
- Efficiently managed cashier responsibilities in a fast-paced retail setting, processing 40 transactions per shift with 100% accuracy, thereby ensuring smooth customer transactions and reducing waiting times.
- Collaborated with store management to identify areas for improvement in sales and customer experience, implementing 3 new initiatives that led to a 10% increase in customer satisfaction scores and a more cohesive sales team.

Education & Training

2022 - 2023 ● **Brunel University London**

Master of Science, Integrated Product Design

2017 - 2020 ● **SRM University**

Bachelor in Science, Computer Applications and Product Design