



Mehek Rahman

SEN TA | Customer Service Expert | Organised | Punctual | Hardworking

[View profile on Dweet](#)

Languages

English

About

With a proven track record at H&M and UNIQLO, I excel in delivering personalised customer service, managing stock levels, and ensuring high store presentation standards. Skilled in adapting swiftly to new retail settings, I thrive in providing seamless shopping experiences and am eager to embrace dynamic retail roles. Fluent in basic English.

BRANDS WORKED WITH

Tradewind

H&M

Travelodge

UNIQLO

Greggs

Royal London Hospital (NHS)

Experience

● SEN Teaching Assistant

Tradewind | Dec 2023 - Jan 2024

- Cultivated close working relationships with students, teaching staff and parents.
- Maintained sensitivity towards students with additional needs, continually improving their development and confidence.
- Provided 1:1 support, guiding young people in addressing past and present difficulties.
- Created social and educational opportunities to help children build life skills and develop personal interests.
- Reacted to changing social, emotional, and mental health needs for responsive child support.
- Formed trusting relationships with children, working flexibly to adapt to changing and challenging individual needs.
- Tutored students individually and in small groups to reinforce learning concepts from core subjects.
- Distributed learning materials, textbooks, and stationery, enabling full student cooperation in activities.



● Retail Assistant

H&M | Oct 2022 - Apr 2023

- Continually replenished stock in line with sales records, keeping well-maintained, presentable item displays.
- Delivered outstanding in-store experience through positive and attentive customer service.
- Performed daily store opening and closing, readying sales floor for customers and delivering stringent security measures.
- Carried out sales floor cleaning, maintaining impeccably high store presentation and hygiene standards.
- Updated product labelling and pricing to reflect discounts and offers.
- Resolved customer complaints and process issues with proactive problem-solving skills.
- Maintained outstanding till service efficiency during peak hours, reducing customer wait times for optimised satisfaction.
- Operated cash registers with accuracy and processed cash and card transactions.
- Replenished floor stock and processed deliveries promptly, maximising product availability for customers.



● Receptionist

Travelodge | Jul 2022 - Jul 2022

- Answered telephone calls, compiling detailed notes, and promptly forwarding as required.
- Reduced waiting times through effective time and resource management.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.

- Delivered front of house duties with warm and professional manner.
- Kept reception area clean and neat to give visitors positive impression of the company.
- Embodied company values through friendly and reliable customer service.
- Maintained accurate and up-to-date records for smooth handovers.
- Prioritised tasks to maintain reliable service throughout peak times.
- Took and communicated messages to minimise interruptions to staff workflows.



● Unqualified SEN Teacher

Engage Education | Jun 2022 - Oct 2022

Engage Education

- Held one-to-one training for struggling and underachieving students requiring extra tuition.
- Helped students to develop positive self-image, enhance self-esteem, and improve self-reliance.
- Managed student behaviour, intervening in crisis situations to resolve conflicts.
- Worked cooperatively with classroom teachers to modify regular curricula as needed.
- Created classroom environment to promote physical, social, and emotional development.
- Provided personal and medical care for students as required.
- Assisted SEN students in regular classes with assignments.
- Met with other professionals to discuss individual student needs and progress.



● Customer Advisor

UNIQLO | Apr 2022 - May 2022

- Correctly identified client needs, providing tailored, personalised guidance to ensure outstanding customer experiences.
- Processed sales and orders accurately and efficiently, exceeding performance and productivity targets
- Provided outstanding customer service to high volumes of clients, consistently achieving first-rate satisfaction scores.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Assisted customers with additional retail services, including alterations, special orders, and item loans.
- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.



● Supervisor

Greggs | Aug 2020 - Feb 2021

- Increased team productivity through effective staff planning, coordination and task delegation.
- Identified operational problems and proposed solutions to management, improving service efficiency.
- Offered instruction, coaching and motivation for enhanced team morale.
- Maintained documents and records to comply with internal policies and external regulations.
- Led by example to maintain team motivation, ensuring daily tasks were performed accurately and efficiently.
- Managed store opening and closing, taking key holder responsibilities seriously to uphold robust security.
- Maintained clean, organised working areas to create positive, productive environments with minimal risk.
- Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery.
- Managed staff rotas, planning workloads effectively and strategically.
- Guided and coached staff to achieve individual growth and sales production targets.
- Demonstrated ability to assess risk and respond to issues appropriately, eliminating workplace accidents and incidents.
- Motivated team through providing hands-on practical support to all members of staff on duty.

- Performed thorough quality and safety checks, ensuring all specifications were strictly adhered to.
- Oversaw day-to-day activities of team, ensuring tasks were completed to high standard.

- **Healthcare Assistant**

Royal London Hospital (NHS) | Jan 2020 - Oct 2020

- Promoted positive physical and emotional wellbeing through empathetic care and compassionate assistance.
- Explained treatments and hospital processes to patients.
- Maintained confidentiality and compliance standards for optimised patient care.
- Built caring, supportive relationships with residents, enhancing daily life through personalised care.
- Worked closely with nurses to maintain optimum levels of communication.

Education & Training

2021

- **Mulberry UTC**

Level 3 Health and Social Care Extended,,