

# Dalyla Ali

Sales Associate

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## Languages

Arabic

English

## About

I am an energetic, ambitious and reliable person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. A quick learner who can absorb new ideas, communicate clearly and effectively and find suitable solutions to meet the needs of guests. Excellent in working with others to achieve a certain objective on time and with excellence.

### BRANDS WORKED WITH

AMBASSADORS

Canada Goose

Harrods & Selfridges

Harvey Nichols (Canada Goose, Palm Angels and Kenzo)

ZARA

Kurt Geiger

## Experience

### ● Sales associate

Harrods & Selfridges | Jan 2022 - Now

- Welcoming customers to the store and answering their queries.
- Assist customers with requests in store while maintaining positive attitude as well as focusing on their satisfaction.
- Help customers with specific products and show them how to use them
- Demonstrate knowledge of products and services to customers
- Take payments and issue receipts at the tills

### ● Sales associate

Harvey Nichols (Canada Goose, Palm Angels and Kenzo) | Dec 2021 - Jan 2022

- Greeting and receiving customers in a welcoming manner.
- Providing outstanding customer service by responding to their questions and helping them select their products
- Assisting with inventory, including receiving and stocking merchandise.
- Able to build good rapport with customers



### ● Customer service assistant

ZARA | Aug 2019 - Sep 2019

- Greeting customers, working at the tills, checking the stock rooms , solving customers issues and delivering high standard of customer service
- Worked on a team with 11 other individuals to maintain a store that was clean, organized, and shopper-friendly.



### ● Receptionist (Volunteer)

AMBASSADORS | Jun 2019 - Jul 2019

- handling a variety of office duties, from greeting clients and scheduling appointments to making copies and organizing files.
- Answering telephone inquiries promptly & professionally & transferring calls on.
- Being a point of contact for guests should they have any queries. Arranging for brief tours of the hotels rooms and facilities.



### ● Sales associate

Kurt Geiger | Jun 2024 - Aug 2024

Sales associate - Part time / temporary  
Worker at KG Kids in Selfridges, loved it was such a good opportunity to work in shoes

## Education & Training

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2022

- Harris Academy High School  
Diploma,