



# Fatma Abdulka-dir

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## Languages

- English (Fluent)
- Dutch (Fluent)
- Somali (Fluent)

## About

I am a dedicated retail professional with experience at Schuh and Michael Kors, excelling in customer service, sales support, stock management, and till operations. Fluent in English, Dutch, and Somali, I thrive in fast-paced environments.

### BRANDS WORKED WITH

- schuh-Brent Cross Station
- Michael Kors

## Experience

### ● Sales Advisor/Stockroom Assistant

schuh-Brent Cross Station | Aug 2021 - May 2023

I was able to develop my interpersonal and communication skills while working at Schuh due to the fast-paced environment, which required me to help customers with questions regarding shoes and other products as well as suggest additional items that were relevant to their needs. I was able to use my time management skills to make sure that all deadlines were met while also working as a team to accomplish the company's goals and objectives. Additionally, I worked in the stock room, where my responsibilities included putting deliveries away, packing online orders, keeping the stock room tidy, and assisting sales advisers with locating items they couldn't find.

### ● Volunteer

St Luke's Hospice-London | Jun 2021 - Oct 2021

My responsibilities included delivering exceptional customer service, operating the cash register, and managing phone inquiries. I maintained the shop's visual appeal and effectively encouraged customers to make purchases. I enjoyed working here and serving clients, as it allowed me to consistently perform at my best.



### ● Luxury retail temp

Michael Kors | Nov 2022 - Jan 2022

Provided exceptional customer service and sales support, consistently enhancing the customer experience. Maintained impeccable visual merchandising standards, contributing to an attractive and engaging store environment. Successfully upsold products and developed strong client relationships, with customers frequently returning specifically to seek my assistance.

## Education & Training

2022 - 2024

### ● University of Hertfordshire

Bachelor of Science in Diagnostic Radiography,

2021 - 2022

### ● The Crest Academy Sixthform

A-Level or equivalent in mathematics and level 3 applied science,

2017 - 2019

### ● The Crest Academy

GCSE's in grades 9-5 including mathematics and English in mathematics and English,