

Danial Mirza

Retail assistant

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Languages

English (Fluent)

Urdu (Native)

Hindi (Fluent)

About

Experienced retail professional with a strong background in luxury and high street sales. Proven ability to exceed sales targets, deliver exceptional service, and maintain organised store environments at Harrods and TOPMAN. Adaptable and committed to enhancing customer experiences in dynamic retail settings.

BRANDS WORKED WITH

German Doner Kebab

TOPMAN

Harrods

Experience

● Manager's Assistant

German Doner Kebab | Dec 2022 - Feb 2023

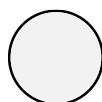
- Customer Relations: Addressed customer issues calmly and professionally, delivering quick, successful resolutions.
- Store Tasks: Maintained store appearance, including shelving organization, store layout, and visual merchandise planning.
- Stock Control: Oversaw daily operations of the store, including inventory and supply restocking, cash handling, and assisting customers.
- Improving Processes: Evaluated staff performance, implementing training and development programs to maintain exceptional service levels.



● Retail

Harrods | Nov 2022 - Now

- Assisted customers in finding and selecting products, ensuring a personalized shopping experience
- Utilized extensive product knowledge, particularly in luxury brands, to provide informed recommendations
- Contributed to driving sales through effective communication and sales techniques
- Maintained a neat and organized sales floor to enhance the overall shopping environment
- Handled transactions with precision and accuracy using point-of-sale systems
- Collaborated with team members to achieve sales targets and deliver excellent customer service
- Adapted quickly to the fast-paced retail setting at Harrods
- Demonstrated commitment to upholding Harrods' high standards of service and professionalism
- Participated in ongoing training to stay updated on product offerings and sales techniques
- Played a key role in contributing to the success of the retail team and overall store objectives.



● Sales Advisor

TOPMAN | Oct 2019 - Feb 2020

- Communication: Warmly greeted customers to establish positive first impressions, enhancing in-store experiences.
- Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty.
- Store Tasks: Assisted customers with product returns, exchanges, and defects.
- Store Processes: Processed in-store and click-and-collect orders efficiently to help reduce waiting times.
- Customer satisfaction: Highlighted product features and benefits in line with customer needs. Located
- Store Appearances: Helped keep the store tidy and presentable throughout my shift.

Education & Training

2016 - 2019

- **University of London**

Bachelor of Law (LLB);

- **Queen Mary University of London**

Master of Laws,