



Susanna Firoz

Sales Assistant

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Languages

- Hindi
- English
- Bengali
- Urdu

About

Law graduate and currently preparing for SQE (Solicitor Qualifying Exam). A highly motivated and confident individual with over 2 years of customer service experience who is driven by passion for providing excellent customer service within a fast-paced environment. I am a quick learner and have enthusiasm, consistency and good interpretational skills. Currently looking to join a well-established organisation to further enhance my skills and experience.

BRANDS WORKED WITH

- Munich Cricket Club
- Students union
- (University Placement), Support Through Court
- wagamama
- ZARA

Experience



Retail Assistant

ZARA | May 2023 - Now

- Multi-tasking - Resolving customer's queries and maintaining store standards.
- Communication - Taking meaningful measures and communicating with the manager effectively. Communicating customer feedback to managers and the team.
- Team player - Proactively reaching out to colleagues to provide extra assistance.
- Marketing - Educating customers with current discounts and trends.

Volunteer

(University Placement), Support Through Court | Oct 2022 - Mar 2023

- Documentation - Assisting litigants understand and complete documents (witness statements & court forms).
- Communication - Providing information and referring clients to other organisations if needed for additional support.
- Working in a dynamic environment - Assisting clients in courtrooms by helping them understand court procedures and providing emotional support during stressful situations.
- Administration - Booking appointments and handling emails and calls to answer client enquiries.



Bartender

Munich Cricket Club | Jul 2022 - Oct 2022

- Bar experience- Making and serving alcoholic & non alcoholic drinks, changing kegs and making sure we were always stocked and displaying products for sale.
- Till experience- Handling payment transactions and taking order, keeping track of sales and reporting it back to the manager.



Kitchen Line chef

wagamama | Jun 2022 - Jul 2022

- Experience in cooking varieties of cuisines.
- Working under pressure and accomplishing tasks in timely manner with high attention to detail. Maintaining hygiene requirements and standards to provide best quality service to customers.

Catering Assistant

Students union | Feb 2022 - May 2022

- Customer service- Resolving customer enquires and issues professionally and updating customer with updated deals.
- Organisation- making sure everything is tidy & sanitised and food is handled with safety. keeping things prepared for next day and keeping track of stock.

Education & Training

2024 - 2024 ● UNIVERISTY OF LAW
LLM Legal Practice (SQE1&2),,