



# Delwar Hussain Mohammad

Supervisor

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## Languages

English

## About

Promoted to Management Supervisor at H.Samuel within 5 months, I excel in delivering exceptional customer service and personalised shopping experiences. Skilled in decision-making under pressure, I thrive in dynamic retail environments, specialising in watches & jewelry. Basic English proficiency enhances my versatile communication skills.

### BRANDS WORKED WITH

- H.Samuel
- LBBd COVID Site, London Borough of Barking and Dagenham

## Experience



### ● Supervisor

H.Samuel | Jun 2022 - Now

- Promoted to supervisor within 5 months of joining H Samuel, demonstrating exceptional performance and leadership abilities.
- Provide hands-on supervision and guidance to a team of employees, ensuring consistent delivery of excellent customer service.
- Make informed decisions in time-sensitive situations, resolving customer issues promptly and maintaining smooth operations.
- Proactively engage with customers, addressing their needs and providing personalized shopping experiences to drive sales and enhance satisfaction.

### ● COVID Tester

LBBd COVID Site, London Borough of Barking and Dagenham | Jul 2021 - Mar 2022

- Conducted COVID-19 testing with efficiency and accuracy, ensuring adherence to testing protocols and safety guidelines.
- Greeted customers in a friendly and professional manner, providing clear instructions and addressing concerns during the testing process.
- Demonstrated excellent customer service skills, maintaining composure in high-pressure situations and providing support to anxious individuals.
- Collaborated with healthcare professionals to facilitate smooth testing operations and ensure timely delivery of results.
- Was able to gain experience by doing door to door sales to sell products, was gaining experience as this was helpful with my salesman experience.

## Education & Training

2020 - 2022

### ● Newham Sixth Form College

BTEC Level 3 Extended Diploma in Travel and Tourism,