



# Elsa Malik

Sales Assistant

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## Languages

English

## About

With retail sales experience at Pandora and Hamleys, I've honed my customer service skills and product knowledge. My adaptability in dynamic settings, combined with British Sign Language proficiency, enhances experiences for diverse customers. Skilled in handling transactions and stock control in premium to luxury retail categories.

### BRANDS WORKED WITH

- Hamleys Regent Street
- Hotel Chocolat
- MINISO
- Pandora Canary Wharf
- Ryday Surgery
- SEA LIFE Aquarium

## Experience

### ● Sales Assistant

Pandora Canary Wharf | Oct 2023 - Jan 2024

At Pandora in Canary Wharf, I excelled in a dynamic retail setting, successfully selling a variety of products, including several high value diamonds. My approach combined strong customer service with an understanding of diverse client needs, contributing to the store's overall sales achievements.

### ● Admissions Host

SEA LIFE Aquarium | Mar 2022 - Oct 2023

- Only British Sign Language communicator across the team- taught teammates basic signs and was a guide for deaf/BSL users to enhance their experience.
- Customer-Centric Expertise: Leveraged exceptional customer service and communication skills to provide visitors with a seamless experience, addressing inquiries, managing queues, and ensuring accurate ticketing transactions.
- Efficient Administration: Demonstrated strong organizational skills by overseeing ticket sales, managing records, and collaborating cross-functionally, while maintaining accuracy in financial transactions and contributing to a smoothly operating environment.

### ● Volunteer

Ryday Surgery | Jun 2022 - Jul 2023

Accompanied a general practitioner for the day to gain a first hand understanding of daily medical practice. This experience also included a site visit to a local care home facility, Scope, to explore the collaborative relationship between primary care settings and long-term residential care homes.



### ● Sales Assistant

Hotel Chocolat | Jan 2022 - Mar 2022

### ● Sales Assistant

Hamleys Regent Street | Nov 2021 - Jan 2022

- Engaged with customers of all ages, provided expert advice on products, specialised in stitching machine for custom gifts.
- Engaged with many customers of all ages and backgrounds, advised on products, ensured a memorable experience.
  - Experience in a fast-paced environment with an ability to quickly adapt to a new skill on machinery.



### ● Sales assistant

MINISO | Aug 2021 - Dec 2021

## Education & Training

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2022 - 2025 ● Queen Mary, University of London  
BSC MEDICAL GENETICS,,

2014 - 2019 ● Preston Manor High School  
GCSEs,