

# Faizaan Mehmood

Sales Associate

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## Languages

Punjabi

Urdu

English

## About

Enthusiastic and results-oriented sales associate with a recent history of exceptional sales performance at David Clulow and Selfridges. Passionate about continuous personal learning and development. I bring a plethora of knowledge and experience to the table. I am eager to leverage my unique blend of creativity, resilience, and problem-solving abilities to drive sales growth and exceed customer expectations.

### BRANDS WORKED WITH

(David Clulow Sunglasses – Brent Cross & White City)

(Masjid-Al-Tawhid)

(Selfridges - Office Shoes)

Walthamstow

## Experience

### ● Luxury Sales Associate

(David Clulow Sunglasses – Brent Cross & White City | Jul 2023 - Oct 2023)

- Generated almost £30,000 in sales in under three months, (the highest-grossing sales associate)
- Employed expert product knowledge to advise customers on luxury brands, including Gucci, Prada, Chanel - selling nearly 200 units.
- Upsold company care kits meeting 30% KPI, awarded 'Best in Class' during Week 36, surpassing every regional sales associate as well as closest competitor by 22%
- Managed stock availability and executed restocking efforts to ensure a well-stocked and organized concession stand, contributing to efficient operations.
- Engaged in visual merchandising, maintaining visually appealing product displays that maximized sales and enhanced customer engagement.
- Assisted in minimizing theft and maintaining the security of valuable merchandise.

### ● Event Security Volunteer

(Masjid-Al-Tawhid | Mar 2023 - Mar 2023)

- Demonstrated the ability to handle unexpected situations whilst safeguarding hundreds of people, offering directions and addressing concerns at events exhibiting an ability to take initiative and confidently interact with others.
- Maintained balanced attendee flow, identifying and promptly addressing signs of overcrowding, this resulted in heightened employer and attendee satisfaction, evidenced by overwhelmingly positive feedback and a complete absence of complaints.

### ● Temporary Sales Associate

(Selfridges - Office Shoes | Jan 2023 - Jan 2023)

- Effectively multi-tasked; managing stockroom tasks, promptly catering to multiple customer requests, navigating various stockrooms to ensure prompt and high quality service.
- Organized store merchandise racks by size, style, and color to maintain clean, visually appealing showroom.
- Provided product details, addressing customer inquiries, resolving complaints using contributing to a positive customer experience through successfully navigating challenging situations.
- Finished top of the company's online training platform during my tenure, surpassing all sales associates by at least 40 points. Gaining in-depth knowledge of various popular shoe brands.
- Streamlined processes through strategic delegation, teamwork, and effective communication, elevating customer satisfaction and a seamless customer experience.

### ● Bakery Supervisor

Walthamstow | Dec 2019 - Dec 2019

- Used a range of sales techniques to generate exceptional results, propelling personal sales to account for over 75% of the total revenue



achieved.

- Managed stock inventory, demonstrating strong purchasing acumen ensuring ample stock availability.
- Conducted market research on the target market contributing to over a 5% increase in projected sales.
- Negotiated with an investor to secure funds, demonstrating persuasive communication and financial acumen.
- Addressed customer issues with compassion and professionalism, ensuring swift, successful resolution and 100% satisfaction.
- Applied expertise in team leadership to address productivity and performance issues, motivating colleagues to achieve KPIs and the facilitation of a streamlined sales process.

## Education & Training

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2022 - 2025 ● Queen Mary University of London  
LLB,