



Mariam Berete

I'm a competent individual with plenty of retail experience looking for a part-time job.

[View profile on Dweet](#)

Languages

English (Fluent)

About

With over four years of retail experience at Flannels and Offspring, I excel in customer service, sales, stock management, handling transactions, processing refunds, and providing tailored recommendations. Flexible and adaptable across various departments to ensure exceptional customer satisfaction.

BRANDS WORKED WITH

- Selfridges
- OFFSPRING, Selfridges.
- Flannels
- Manor Junior School
- Gasgoine nursery
- St Joseph's Catholic Primary School
- Cherry orchard care home

Experience

● Cashier/Sales Assistant

OFFSPRING, Selfridges. | May 2023 - Aug 2023

Working at Offspring I was given the position to work as a cashier. I was required to process and handle any transactions made directly to the company. I was also required to ensure customers had experienced good customer service to know they had a positive shopping experience. I was given the responsibility of also assisting customers with processing refunds and exchanges and explaining or recommending store items.



● Sales Assistant

Flannels | Sep 2019 - May 2023

Working in Flannels for 4 years allowed me to gain plenty of experience. I was required to think quickly, finding alternatives and solutions to ensure staff and customers left the store happy. I have gained experience in all departments, including Footwear, Premium Clothing, Luxury, Accessories and the Tills. In the past year I've been allocated the role to run customer service on shop floor, where I'm required to place online orders for customers if we didn't have the item available in store. This provided an alternative for people leaving empty hand, leaving them satisfied. I also ran the footwear department, luxury and tills. On footwear I was required to serve customers at a swift pace, serving them the correct style and size. I was also responsible for replacing the shoes sold from display so our stock was always shown on shop floor and never left in the stock room. Running the tills gave me responsibility of handling large amounts of cash, double counting and ensuring they aren't counterfeit.

● Teaching Assistant

Manor Junior School | Dec 2018 - Jun 2019

● Teaching Assistant

Gasgoine nursery | Nov 2017 - Nov 2017

As part of volunteering to be part of the National Citizen Service (NCS, a UK Government voluntary personal and social development programme for 15-17 year olds) part of the programme was to have work experience. Working in the nursery placed me in situations where I had to think quickly of my feet & improvise, developing my social skills helping build my confidence



- **Teaching Assistant**

St Joseph's Catholic Primary School | Jun 2016 - Jun 2016

As part of my experience here, I was given the duty to monitor and observe students' performance behaviour, social development which allowed me to gain perspective of each child, individually.

I adapted to teaching methods and materials to meet students' varying needs and interests.

- **Care Assistant for the Elderly**

Cherry orchard care home | May 2016 - May 2016

Education & Training

2020 - 2024

- **Middlesex University**

Bachelor of Education,

2018 - 2020

- **Jo Richardson Community School**

AS Level in Health and social care,