

Tahmina Mo-haram

Customer Assistant

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Languages

Bengali (Native)

English (Work Proficiency)

About

BRANDS WORKED WITH

Boots the Chemist

Boots the Chemist, Canary

Kinkao Korean

Sainsburys, Lewisham

WHSmith

Experience



● Sales Assistant

WHSmith | Jan 2023 - Now

- Delivering an exceptional customer service to all customers
- Carrying out stock replenishment, ensuring all areas of the store remain tidy inviting customers to the store
- Meeting high standards of display and visual merchandising helping customers find what they're looking for easily
- Being part of a team supporting colleagues

● Customer advisor

Boots the Chemist | Jan 2021 - Jan 2023

- Greeting customers who enter the shop.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves with products.
- Answering queries from customers.
- Giving advice and guidance on product selection to customers.
- Dealing with customer refunds.
- Keeping the store tidy and clean, this includes hovering and mopping.
- Responsible dealing with customer complaints.

● Checkouts Assistant

Sainsburys, Lewisham | Jan 2020 - Jan 2021

- Assist customers and respond to their enquiries
- Ensure that the displays and shelves in store remain neat, tidy, clean and fully stocked
- Giving advice and guidance on product selection to customers.
- Dealing with customer refunds.
- Keeping the store tidy and clean, this includes hovering and mopping.
- Responsible dealing with customer complaints.
- Working within established guidelines, particularly with brands.
- Serve customers on tills and self checkouts

● Customer advisor

Boots the Chemist | Jan 2020 - Jan 2021

- Greeting customers who enter the shop.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves with products.
- Answering queries from customers.
- Giving advice and guidance on product selection to customers.
- Dealing with customer refunds.

● Customer Advisor

Boots the Chemist, Canary | Jan 2019 - Jan 2020

● Front-of-house (Waitress)

Kinkao Korean | Jan 2019 - Jan 2020

- Welcomes customers when they arrive at a restaurant, cafe, or other eating or drinking establishment

Introduces customers to the menu and announces daily or seasonal menu specials
Answers questions about menu items, ingredients, and pricing
Takes customers' orders for food and drink by writing them on a ticket, entering them into a tablet, or memorizing them

Education & Training

- 2020 - 2024 ● **University of East London**
LLB (Hon) LAW,
- 2014 - 2016 ● **College of Science, Business and Humanities**
School Certificate,
- 2011 - 2014 ● **Global Scholar School & College**
Secondary School Certificate SSC,