

Najib Jamal

Enthusiastic individual that cares about good customer service and will work hard to ensure that customers are satisfied

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Languages

English

About

With a dynamic background in retail, I bring exceptional customer service skills and a knack for sales achievements to the table. My experience at KidZania as a Shop Supervisor and roles at H&M have honed my adaptability in fast-paced environments, making me an asset for any temporary retail position.

BRANDS WORKED WITH

KidZania

H&M

Popeye's Restaurants

Deodorise me

Experience



Retail Supervisor

KidZania | Jul 2023 - Now

Being a retail supervisor in Kidzania ment I had to be alert and have good customer communication for a smooth customer interaction as Kidzania's target market is kids, families and schools.

I am an overachiever with companies goals for example I've sold the most lanyards generating £1.2k under a small period of time.

I've understood the companies vision which is why I am a supervisor in the retail department.

- Overachiever KPIs
- Provided advice to clients
- Health and safety
- Team work effort
- Organising skills
- Time management.



Security

KidZania | Jul 2023 - Now

In Kidzania I am not only a retail supervisor I also get put into a security position or check in which is the reception.

The security position allows me to focus on my whereabouts and prevent a risk. As I work with kids under 14 it's important that I stay vigilant.

In Kidzania I also get allocated at reception which is where I sign in families and schools who either have a ticket for Kidzania or want to pay on the day.

My skills and attributes for these two positions are

- Health and safety
- Staying vigilant and few steps ahead
- Calming down customers and have a good client relationship
- Team work skills
- Time management



Retail Sales Assistant

H&M | Jun 2023 - Jul 2023

My short term stay at H&M was because it's a temporary summer contract however I have learnt many skills from this company. H&M taught me about eco friendly clothing which I understand to a greater level.

From my time at H&M I've developed a deeper understanding on how retail companies work, my skills

I've picked up on is

- Time management
- Punctuality
- Health and safety
- Confidence in asking managers for assistance
- Organisation skills

- **Restaurant Host**

Popeye's Restaurants | Oct 2022 - Feb 2023

Working at front of house in Popeyes was a great role for me to express my enthusiastic customer service skills. I waited, cleaned out tables and was behind tills which enabled me to have numerous of skills such as

- Customer service
- Organisation skills
- Maintaining a tidy clean area
- Health and safety
- Completing tasks on time

- **Sales Assistant**

Deodorise me | Jan 2022 - Sep 2022

'Deodorise me' is a product which I have helped to advertise through social media. It's a cleaning product which you put on carpet and Hoover over it leaving a good fresh smell. As a co-founder of this company my roles and attributes were

- Client relationship management
- Provided help and guidance to customers
- Conflict resolutions solved issues and complaints with clients
- Negotiated refund and exchanged items with clients

Education & Training

- **HCUC (Harrow College & Uxbridge College)**

A Level in Business,