

Vinda Ahmad

Waitress and Sales Associate

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Languages

Kurdish

English

About

I excel in customer service, upselling, and working efficiently in fast-paced retail environments. At Zara, I honed my communication and problem-solving skills while handling sales transactions and maintaining product displays with great attention to detail.

BRANDS WORKED WITH

- Nova Park Royal
- ZARA
- MAKAI

Experience

- **Waitress**

Nova Park Royal | May 2023 - Jun 2024

I was a waitress at Nova and I further enhanced my customer service skills. I dealt with many challenges, especially working in a fast pace environment. This helped me gain more confidence and control over my work. I also became sharp-witted due to the fast paced environment. I worked as part of a team to keep the dining room clean and organised during busy hours. I also learnt how to upsell products on the menu to customers and my recommendations always left them happy.



- **Sales Assistant**

ZARA | Oct 2022 - Feb 2023

I worked as a Sales Assistant at Zara where I further enhanced my customer service skills and continued to develop strong communications and problem-solving skills. Within this role I acquired good attention detail, for instance when displaying the products of the store I ensured that the relevant protocols were followed correctly and spot and identify errors and inaccurate ordering. As part of this role, I also worked at the tills where I handled sales and transactions, here I built good customer rapport and operating a till in a fast paced environment.



- **Waitress**

MAKAI | Jun 2022 - Sep 2022

I was a waitress at Makai and was working part time whilst also studying. Working as a waitress I learnt the importance of customer service in particular when dealing with difficult customers. Although this role was challenging at times I learnt how to work under pressure and maintain a possible attitude.

Education & Training

2023 - 2025 ● **William Morris Sixth Form**

A level,

2017 - 2022 ● **Brentside High School**

GCSE's,,