

Sajjad Lalji

A hard working, sociable character currently doing A-levels and running a side business but looking for a set income.

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Languages

Gujarati

English

Urdu

About

With a flair for customer service, I have fine-tuned my retail abilities as a Team Specialist, managing product organisation and addressing client enquiries. Multilingual in Gujarati, English, and Urdu, I'm adept at serving diverse customers in dynamic environments.

Experience

- **Hospitality Team Member**

London | Feb 2022 - Now

Voluntary role at a local community where I was tasked with supporting the preparation and distribution of food to visitors, including high level stakeholders. Additionally engaged in executing policy with regards to escalating feedback from visitors.

- **Assistant coach**

London | May 2022 - Now

Responsible for organising and preparing sessions for young people under 13 with a focus on football. Providing one-to-one support to drive behavioural change in struggling players. Liaise internally and externally to arrange sporting events and matches. Maintaining documentation on each player and ensuring information is up to date.

- **Junior Revenue Operations Member**

London | Jun 2023 - Jun 2023

Joined the Revenue Operations team on a one week placement learning about Sales, Marketing, and Customer Success in a GTM function. Tasked with analysing various data points to identify best practice which later featured in the wider company's sales methodology.

- **Team Member**

London | Apr 2023 - May 2023

Customer facing role as part of a work experience scheme. I was the first point of contact for all customer engagements, responsible primarily for onsite customer interactions while also responding to customer enquiries via phone and email. Securely stocked and organised customer's items in line with company procedure.

Education & Training

- **Coombe Wood School**

GCSEs,