



Hannah Kama-ra-Yoka

Sales Assistant

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Languages

French (Native)

English (Native)

About

I am an experienced retail professional with a successful stint at Zara, skilled in customer service, driving sales, and maintaining an organised store environment. I excel in meeting sales targets and ensuring positive shopping experiences, adaptable to various retail tasks.

BRANDS WORKED WITH

- Ekolo d'Afrique
- HG Provider Service
- ZARA France

Experience

● Waitress

Ekolo d'Afrique | Mar 2024 - Jul 2024

As a Waitress at an African catering service, I provided excellent customer service, serving traditional African cuisine with cultural knowledge. I coordinated with kitchen staff for timely service, handled special dietary requests, and maintained a clean, organized service area. My responsibilities included assisting with event setup and breakdown, managing food presentation, and addressing customer inquiries. I consistently maintained professionalism under pressure, ensuring a positive guest experience.

● Assistant

HG Provider Service | Jun 2023 - Jan 2024

As a concierge assistant at HG Provider Service, I facilitate seamless guest experiences by managing inquiries, reservations, and special requests. I excel in providing personalized services, ensuring guest satisfaction through effective communication and problem-solving. My role involves coordinating with various departments to fulfill guest needs and enhance overall stay satisfaction. With a keen eye for detail and exceptional organizational skills, I contribute to the efficient functioning of the concierge service, creating a welcoming and accommodating atmosphere for guests.

● Sales assistant

ZARA France | Oct 2022 - Mar 2023

Experienced retail professional with a successful track record at Zara, specializing in fashion and apparel. Proven expertise in providing exceptional customer service, driving sales, and maintaining an organized and appealing store environment. Demonstrated ability to meet and exceed sales targets while ensuring a positive shopping experience for customers. Strong communication and team collaboration skills.

Education & Training

2020 - 2021

● IGCSE international Bilingual School of Provence

International Baccalaureat,