

# Shahnaz Akhtar

Helpful Shop Assistant with commitment to supporting maximum productivity. Extensive knowledge of equipment and shop processes and protocols. Dependable and focused worker with expertise in tool use. Reliable sales associate with strengths in inventory management, training and customer service. Friendly, knowledgeable and hard-working team player. Proven success in satisfying sales objectives and securing repeat patronage. Diligent shop team member skilled with money handling and customer questions. Works with team members to keep customers happy and lines under control. Focused on helping others with quality service for diverse needs. Service-oriented [Job Title] with background in shops and helping customers. Expertise in checkouts, payment processing and order bagging. Hardworking and organised with good conversational and time management abilities. Dynamic seller focused on delivering highest standards customer service. Thinks critically with can-do attitude for successful retail operations.

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 36 glenburn street, Bolton , United Kingdom B13 3dz

 30.10.1996

 Pakistani

## WORK HISTORY

December 2018 to August 2022

### Shop Assistant

**Unemployed** , Bolton , United Kingdom

- Created attractive product displays to enhance customer engagement and boost sales.
- Updated product labelling and promotional pricing.
- Replenished floor stock and processed deliveries promptly, maximising product availability for customers.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Maintained knowledge of current promotions, refund guidelines and payment policies, providing reliable customer advice.
- Completed comprehensive store opening and closing procedures.
- Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference.
- Served customers efficiently using EPOS systems, carefully packaging purchases and offering after-sales service.

## SKILLS

- Fashion and styling expertise
- Customer service oriented
- Money handling
- Superb time management
- Loss prevention
- B2C sales and service
- Results-orientated
- Visual merchandising
- Financial records analysis
- Omnichannel development
- Retail merchandising expertise
- Link selling
- Demand forecasting
- Financial analysis
- Brand representation
- Accurate money handling
- Stock taking
- Customer retention
- Outgoing and enthusiastic
- Energetic self-starter
- Site security
- Product promotions

- Cashing up
- Food preparing

## EDUCATION

May 2016

**A-Levels Maths and English**

**PGC**, Islamabad , Pakistan

## LANGUAGES

**English. Urdu.hindi.kashmiri**

A1

Beginner