

# Unzila Choudhary

London

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An enthusiastic versatile, self-motivated, confident can-do individual with work experience in retail, customer services and sales who has many excellent transferable skills, such as; extremely responsible, hard working, excellent communication skills, strong interpersonal skills, good customer services, easy going and many more useful skills and attributes. I thrive on challenges and new learning, presently I am looking for new opportunities to enhance skills as well as utilise current skills and knowledge into a new working environment. I have worked with people from all walks of life, including assisting celebrities.

## Work Experience

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### **Outbound Sales Advisor**

Huntswood

April 2023 to June 2023

Perform sales tasks by initiating contact with prospects and customers.

Insurance

High volume of calls

Cross sell - Up sell additional products as need arises

Customer service

Provide accurate and appropriate information in response to customer inquiries.

Demonstrated mastery of outbound representative call script

Report weekly sales goals and objectives to regional leaders

### **Customs Trade Advisor (HGS)**

Inbound & Outbound Calls

November 2020 to April 2023

- Work with local business, who import/export to provide practical support and guidance on; VAT; Border delays; Customs Documentation and Certificates of Origin.
- Deal effectively with inbound enquiries, provide timely, accurate and guidance on trader registration and declaration submissions
- Effectively refer members and customers to a wider Trade team and other parties as required
- Gathering data on EORI numbers, VAT numbers and commodity codes to tailor further engagement
- Checking of all relevant customs and trade documentation
- Data Administration and validation
- Accurately complete and submit of customs declarations using simplified, summary, and standard procedures
- Delivering service in line with HMRC standards
- Liaising and effectively communicating with other Government agencies such as HMRC as and when required
- Supporting other team members by sharing best practice

- Effectively recording of customer & partner interactions on CRM and any other relevant processes as required

#### December - Jan (Next plc)

- Perform stockroom assistant duties in a warehouse setting.
- Take stock of incoming materials and supplies as per invoices
- Bag and pack materials in a stockroom for customer delivery.
- Receive and store shipping materials in a stockroom.
- Deliver stockroom materials to internal and external customers.
- Assist stockroom staff in organizing and managing stockroom.
- Ensure accuracy in physical verification of stocks.
- Enter stockroom data in appropriate databases.
- Implement safety standards in handling customers' stocks.
- Ensure compliance of stockroom procedures in handling customers' stocks.

#### November-Jan (Debenhams Christmas Temp)

- Customer Service
- Arrange garments attractively on racks and shelves, locate merchandise for shoppers
- Ring up customer purchases
- Operate cash registers.

#### April- November - House of Fraser - Sales Assistant

April -August(24 Seven Recruitment)

Make up, skin care and fragrances all over London. (0-hour contract)

### **John Lewis Christmas Temp**

January 2017 to November 2017

- Customer service
- Answering phones and face to face enquiries.
- Restocked products on shop floor when running low to maximise sales.
- Operated tills on a daily basis accurately handing cash, credit/debit card and vouchers.
- Used CSS and Insight for deliveries.
- Provide extra cover during busy times such as, Christmas working together as part of an effective team and working in different departments.

### **Receptionist**

Tulip Ltd

January 2014 to 2016

- Greeting customers, dealing with enquires and booking salon appointments.
- Providing refreshments for customers.
- Answering calls and dealing with subsequent enquiries and bookings.
- Monitoring and renewing stock and scheduled appointments for the hair stylists. Sending out reminder texts, emails and calls to customers regarding up and coming booked appointments, processing salon treatment payments and administrative tasks - such as helping print out staff rotas, work out stylist commissions etc. and assist in keeping salon clean and tidy.

### **London Sales Associate**

John Lewis, Flagship store

November 2013 to December 2013

Temporary Christmas Role)

- Maintain a high level of customer service at all times, including answering phones and face to face enquiries.
- Restocked products on shop floor when running low to maximise sales.
- Cashed up at beginning and end of working day, completing balance sheet and locating any errors.
- Operated tills on a daily basis accurately handing cash, credit/debit card and vouchers
- Provide extra cover during busy times such as, Christmas working together as part of an effective team and working in different departments.

### **Jazz Auto Elections Receptionist**

2010 to October 2012

PT)

### **Customer service/Sale Assistant**

Halfords - Kingston, JM

2009 to 2009

Stock replenishment, sales, customer service

2009 -2010 Volunteer Work

- Prepare and deliver workshops including arts and craft, creative writing and sewing. Help and design cards and presents for special occasions, such as Mother's Day, interact and engage with three generations of families. The purpose of these activities was to improve communication between family members.

## Education

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### **Media Studies Level**

West Thames College

2010 to 2011

### **GCSE's in including Mathematics and English**

Waldegrave School for Girls

2007 to 2010

## Skills

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- **TECHNICAL SKILLS:** Good knowledge of Microsoft word, Excel and PowerPoint. Efficient on an Apple Mac computer or Windows XP. (10+ years)
- Customer service (9 years)
- Microsoft Office (5 years)
- Microsoft Excel (3 years)
- Microsoft Outlook (3 years)
- Outbound sales (5 years)
- Outbound calling (7 years)
- Management (1 year)

- Time management (9 years)
- IT (8 years)
- Communication skills (10+ years)
- Telemarketing (2 years)
- Organisational skills (10+ years)
- Sales (9 years)

## Languages

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- Urdu - Intermediate