



Abraham Kama-ra

Sales Associate/ Stockroom Assistant

📍 Elmley St, London SE18 7NL, UK

[Portfolio file](#)

[View profile on Dweet](#)

Languages

English (Native)

About

I am a self-motivated, enthusiastic, and organised individual with a passion for music and life. I am currently seeking to acquire new skills and knowledge to develop myself on a personal and professional level, I believe the best way to do this is by working in a new and demanding environment, where I can thrive and build upon my current skills but also learn new ones. I am a very confident person and often get on very well with others, I have genuine interest and desire in giving my best and succeeding in all that I do. I have knowledge of the current UK music industry, trends and public demand through my own research and experience.

BRANDS WORKED WITH

NHS, Remote Work

Amazon Daventry

SMP

Burberry London

Experience



● Sales associate/Stockroom assistant

Prada | Mar 2022 - Apr 2023

This role was based on having good communication skills in order to deal with upper-class customers. Customer service is the care that a customer receives before, during and after a purchase. Good customer service is friendly and polite, and puts the customer first. It is very important in creating loyal customers and that's what we created at all of these different luxury retail stores.

● Outbound Call Handler

NHS, Remote Work | Dec 2020 - Feb 2022

Achievements and responsibilities:

This job is a customer service-based role, it requires attention to fine detail and excellent communication skills. I often interact with a range of different customers to which building a positive rapport is key, additionally patience and resilience are essential skills for this role as there are often obstacles, I encounter such as difficult customers or tech issues. I am responsible for handling and collecting sensitive and personal data, so integrity is a very important value, this easily aligned to my own personal values so following the regulation was very easy.

- My role required me to make calls to members of the public who had been identified as positive contacts of COVID-19, It is my responsibility to accurately alert them of their period of self-isolation and remind them of their legal obligation to give us the contact details of anyone else they have been in contact with.
- I had to learn the appropriate and ethical phone etiquette and conduct to uphold the company values of integrity and resilience; I completed several weeks of training for this.
- Building rapport with people was the foundation of my work to have them answer questions properly and to ensure they were pleased with the service I was providing.
- I had to adhere to a script and record confidential information this refined my attention skills and my organisation skills.

● Warehouse Operative

Amazon Daventry | Jun 2019 - Nov 2020

Achievements and responsibilities:

This job really strengthened my work ethic, I was a full-time student at the time, so it required me to balance studies and work. It also further increased my diligence and adaptability, the job role consisted of a lot of manual labour and new rules which I easily adapted to.

- Receive, store and dispatch goods and products in a warehouse.
- Ensuring packages are delivered to their destinations without any damages and on time.
- Organising and keeping the supply chain running smoothly and effi-

ciently, in a fast paced environment.

- Reach picking and packing targets daily, this was often done as a team or individually. Working with a KPI target, such as packing 20 parcels in ten minutes.
- Learned how to operate new machinery in a short amount of time.

● Drivers Mate

SMP | Mar 2018 - Apr 2019

Achievements and responsibilities:

This role was heavily based on manual labour. It was one of my first jobs it taught me key values when working for a company.

- Assisting drivers with heavy loading and off-loading of items.
- Making sure I was punctual to meet the drivers at the pick-up point.
- Being very careful with fragile items.
- Effectively communicating with the drivers in support their needs.
- Running professional errands

● Sales associate/warehouse Operative

Burberry London | Mar 2017 - Aug 2018

Achievements and responsibilities:

This role was based on having good communication skills in order to deal with upper-class customers. Customer service is the care that a customer receives before, during and after a purchase. Good customer service is friendly and polite, and puts the customer first. It is very important in creating loyal customers and that's what we created at Burberry.

Education & Training

2019 - 2024

● University of Northampton

Bachelor of Science,

2011 - 2016

● St Columbia's Catholic Boys School

A-C,,