



Maria Kouyate

Am a very friendly person. I learn very fast what I've been trained for. Speak different languages. And am a mother.

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Languages

- French
- English

About

With years of experience in diverse retail environments, from high street to luxury stores, I excel in providing exceptional customer service and adapting swiftly to various roles. Skilled in stock control, client advising, and fluent in basic French, I'm passionate about enriching the shopping experience for every customer.

BRANDS WORKED WITH

- Amazon
- British Home Start
- DEBENHAMS STORES
- Galleries
- MIKEBERLTIN CONSTRUCTION LTD

Experience

● Human relations/Receptionist

MIKEBERLTIN CONSTRUCTION LTD | Jan 2018 - Dec 2022

My responsibility was to answer calls and direct people to the right department.
Booking appointments via the business system
Welcoming workers and clients.
Making the monthly payments on time. Setting up new members of staff.
Calculating overtime.
Maintaining the workplace area clean and tidy.
Making sure all the Health and safety was met.
When COVID came and its was locke-down I continue to worked from home.



● wharehouse operative

Amazon | Nov 2021 - Mar 2022

Working at Amazon as a warehouse Operator made me gain experience in a different department and make me learn new skills and roles in a Warehouse. I gain training in Stow, Picks, and Packs. My workdays are different, I can be sometime in Pack or Pick or Stow. When a department need helps I always volunteer to go and help out. I sometimes start by doing stow, where my job was to place appropriate items onto merchandise racks. Once the racks are filled, a robot rolls them away and replaces them with another one with spaces. When a customer orders something from Amazon, the robot brings the rack to Pick where I have to take the item and place it in the black bucket to be sent to Pack where I will put the items onto the appropriate boxes. Ability to understand and follow safety practices. Problem-solving duties involving damaged products. Work in a very fast environment, teamwork.

● Sales Assistant

DEBENHAMS STORES | Jan 2015 - Nov 2018

Keyholder, making sure everything is clean and tidy for customers to shop in a safe environment. My duties were to answer calls, respond to questions and processing helping customers to find what they want and advise them on the store product. Answering to emails, Using Social media to advertise our products. Taking orders and card payments. Stock checking and making orders from distributors. Maintaining Health and safety at all time.
Cleaning and tidy the work eara.
Making customers to sign up on loyalty cards.

● Sales Associate

British Home Start | Jan 2010 - Dec 2013

Delivering a good customer service in a busy environment, sorting deliveries, advising and taking orders from customers, interpreting the French language to French customers. Working as part of a team in a busy store. Involving moving stock around manually and caring out orders effectively. Maintaining the appearance of the floor sales at all time of the day.



● **Retail Assistant**

Galleries | Jan 2008 - Dec 2009

The equivalent to this store would be that of Harrods Luxury store recognition and quality that required an effective delivery of quality customer service. My duties included: stocking shelves, dealing with customers and helping them for their V.I.P personal shopper. Opening the store, informing customers of latest products, gift wrapping goods, cleaning and operating the tills.

Education & Training

2014 - 2016

● **Dagenham College**

A Level BTEC in Business Administration,

2015

● **Dagenham College**

GCSE or equivalent in FUNCTIONAL SKILL QUALIFICATION,

2014

● **Barking and Dagenham College**

A-Level or equivalent in English, cumunication and writing skills,

2006 - 2008

● **Barking and Dagenham College**

School Certificate,

● **Realisation Design C.A.P High School André Charles Boule, High School of Art & Architect France**

C.A.P,