



Sheima Rouin Bouali

Hard working and talented individual who aspires to meet all goals set

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Languages

French

Arabic

Spanish

English

About

I am an adaptable and confident individual who possess excellent communication and interpersonal skills. I have demonstrated the ability to work well in pressurised sales environment as well as meeting team & individual KPI's/targets. Also I speak Since starting my diploma in college, I have gained experience supporting pupils in EYFS-KS4 across mainstream and specialist schools. My experience has given me the confidence to work with children and young adults with learning / physical disabilities and challenging behaviour. I'm now looking for an exciting opportunity where I can challenge myself and develop my skills further. I am bilingual, fluent in English, Arabic and Spanish. I welcome any further career development opportunities/qualifications allowing me to excel to my maximum potential supporting learners in education.

BRANDS WORKED WITH

Arabian Oud

Education agency

L Bond Associates

Ottolenghi

PEACE OF MIND HOME CARE SOLUTIONS

Selfridges

Westfield London

Experience

● Event Support Staff/ brand ambassador

L Bond Associates | Apr 2023 - Nov 2023

- Be personable, meet and greet visitors, provide a positive first impression, smiling, friendly, heard to welcome visitors to the show
- Directional and managing queues
- Re-stocking of the merchandise on the stand
- General maintenance around the shop, eg re-folding clothing, re-positioning items, keeping area tidy.
- Effective communication and accurate charging for the merchandise on sale using a touch screen EPOS system to totalise orders, take cash or card and issue receipt.
- Distributing some of the client's products at the show across the exhibition floor.
- Assist customers with their needs and concerns.



● Shop Floor Assistant

Ottolenghi | Mar 2023 - Jul 2023

- Assist store manager in shop opening procedures
- Create merchandising displays
- Receive stock deliveries
- Restock shelves
- Receiving, unpacking and arranging new shipments from suppliers and vendors
- Arranging and labelling goods in the display shelves
- Assisting customers in finding the products they're looking for
- Processing customer payments at the checkout point/till
- Addressing customer complaints and inquiries
- Providing shopping advice and recommendations to customers
- Cleaning and rearranging the store after hours
- Performing periodic price audits to resolve price discrepancies
- Collaborating with other team members to keep the sales floor area clean and organised at all times



● Sales Assistant (Full-time)

Selfridges | Dec 2022 - Feb 2023

- I have worked on the online department where I helped with scanning and receiving orders.
- Assess customers with their online shopping from the shop floor
- Pack and ship orders to the UK/internationally
- Dealing with enquiries from our customers

- Making sure the orders have been sent to the correct address and couriers
- Assist, couriers with overload, the customers orders into the van
- Making sure that all orders are delivered upon the chosen delivery date
- Making sure all equipment are used correctly in place in its right area at closing times along with making sure all electronic devices are shut off

● Carer

PEACE OF MIND HOME CARE SOLUTIONS | Feb 2021 - Jun 2021

- Practical Tasks such as tidying the house
- Assist the patient with medicines
- Assist with showering and dressing
- Assist with feeding the patient



● Sales associate

Westfield London | Jan 2020 - Sep 2020

- Advising customers on glasses and sunglasses
- Opening and closing of the premises in the absence of the store supervisor
- Assist customers in selecting frames and lenses that are the best suited for their face wear and lifestyle
- Overcoming objectives by product knowledge
- Pricing quotes for glasses through insurance benefits and store discounts



● Sales Associate

Arabic Oud | Jan 2019 - Dec 2019

- Handing out card testers
- Approaching customers outside of store
- Ensuring availability for weekly sales meeting which takes place prior to start of shifts
- Ensuring delivery days are completed to the required standard and new stock is available for replenishment on shop floor before the store opens each day
- Recommending smells additional products or services to ensure full customer satisfaction

● Teaching Assistant (EYFS – KS4)

Education agency | Jan 2019 - Oct 2019

- Working with pupils from EYFS to KS4
 - Leading on basic phonics with lower ability groups
 - Planning daily activities for lower ability groups (in line with the national curriculum)
 - Assisting pupils with numeracy skills through activities e.g. counting games
 - Ensuring that pupils in my care were safeguarded at all times
 - Writing observations where necessary or as allocated (for pupils with EHCP)
 - Assisting pupils with Maths and English
 - Reading stories to pupils to develop language skills specifically for those with EAL
 - Setting up age and ability appropriate activities
- School Administration
- Responsible for all aspects of whole school reprographics including laminating, binding and booklets
 - Photocopying and ensuring machines are replenished with paper
 - Answering all external calls promptly and courteously, using the facilities available
 - Checking the absence line and ensuring all messages on the answer phone are dealt with

- Logging external calls using the telephone/message book to include date, time, recipient and caller, together with the telephone number if appropriate and message
 - Relaying messages to recipients by email if unavailable at time of call
 - Using tannoy facilities where appropriate
 - Signing in pupils, staff, parents and visitors to the school to ensure all visitors comply with the school's policy on visitors and child protection and they have completed the visitors' book, or regular signing in sheets, and received the necessary information (which includes checking ID or DBS)
 - Ensuring all visitors to the school sign out upon departure.
- Westfield London

Education & Training

- 2021 - 2023 ● **University of West London**
Foundation degree in Criminology, Forensic Science with Policing,
- 2019 - 2021 ● **Hammersmith college**
AS Level in Public Services,
- 2017 - 2019 ● **Paddington Academy**
A Level in BTC Business Studies,
- 2017 - 2019 ● **Paddington Academy**
GCSE in English, Maths, Science, Business, IT, Spanish,,