



# Humayra Khanom

Retail Sales Assistant

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## Languages

English

## About

An adaptable retail professional, with considerable experience from roles at Abru and Buzz Grill. Skilled in customer service, problem-solving, and cash handling, I excel in various shop floor positions. My flexibility and strong work ethic make me an asset to any fast-paced retail environment.

### BRANDS WORKED WITH

ABRU

Buzz Grill

Home Instead

Human Appeal

## Experience



### ● Event Organiser volunteer

Human Appeal | Apr 2023 - Nov 2023

- Planned and efficiently organised activities, details and timelines for large- and small-scale events.
- Managed a team of volunteers as I was a team leader in both my events.
- Delegated diverse tasks to team members, ensuring seamless execution of the event.
- Handled customers in a warm and friendly manner, making sure customer satisfaction was at the highest by assisting them with their needs and enquires.
- Assisted in event setup, organizing the layout, arranging stands, and positioning chairs.
- Maintained excellent communication with both higher-ups and colleagues, promptly addressing changes and concerns.
- supervised a team of 10 people

### ● Takeaway Assistant

Buzz Grill | Jul 2022 - May 2023

- Communicated clearly with customers to calmly manage complaints address order queries and handle menu concerns.
- Regularly communicated with kitchen staff to maintain smooth front of house operations, minimising potential delivery delays.
- Cleaned, sanitised and organised food storage racks and bins, maintaining exceptional hygiene standards.
- Warmly greeted guests upon arrival to create welcoming atmosphere.
- Calculated charges, issued bills and collected payments, processing accurately to avoid till discrepancies.



### ● Care Home Assistant

Home Instead | Dec 2021 - Mar 2022

- Helped residents with daily hygiene including washing, dressing and bathing.
- Monitored physical and emotional wellbeing of individuals, reporting changes to care managers.
- Assisted with medication needs, including measuring and administering, with client's consent.
- Kept track of health and behaviour progress, recording assessments for medical review.
- Planned social and physical activities to support mental wellbeing.
- Increased client's well being by planning exciting activities, engaging in friendly conversation and providing attentive
- Encouraged independence by allowing clients to do as much as possible, offering support where needed.
- Used hoists and other aids to assist with client mobility needs, including lifting, standing and transporting.
- Attended to over 5 clients simultaneously.

### ● Retail Sales Assistant

ABRU | Jun 2019 - Oct 2020

- Resolved customer complaints and process issues with proactive problem-solving skills.
- Quickly cultivated excellent customer relationships by providing helpful, friendly and attentive customer service.
- Performed closing duties such as cleaning windows, mopping floors, sanitising tills and sweeping.
- Kept product displays clean, presentable and stunning by conducting visual merchandising tasks and deep cleans.
- Received, processed, and organised deliveries within tight deadlines.
- Ensured stores held sufficient supplies by counting stock on shelves and in storerooms.
- Used clever sales and upselling techniques to increase store purchases in higher-value items.
- Recommended optimal merchandise based on customer needs and desires
- Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.

## Education & Training

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- 2021 - 2024 ● **Mayfield Ilford**  
A-Levels, Extended Science, Business,
- 2016 - 2021 ● **Mayfield Ilford**  
GCSEs, 8 GCSEs,