



Hira Martins Adao

Previous Student at London Academy

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Languages

Portuguese (Native)

English (Native)

About

With a strong background at Fenwick and H&M, I excel in delivering top-notch customer service, leveraging product knowledge for sales, and ensuring an organised retail environment. Skilled in upselling and teamwork, my adaptability makes me ideal for dynamic retail settings.

BRANDS WORKED WITH

Fenwick

H&M

Experience



● Sales advisor

Fenwick | Aug 2023 - Now

- Provided exceptional customer service by actively engaging with customers to understand their needs and preferences.
- Utilised product knowledge to recommend suitable items and upsell products, resulting in increased sales and customer satisfaction.
- Maintained a clean and organised sales floor, ensuring merchandise was displayed attractively and accurately.
- Processed transactions accurately and efficiently using the point-of-sale system.
- Assisted with inventory management, including restocking shelves and conducting inventory counts.
- Collaborated with team members to achieve sales goals and create a positive work environment.



● Sales advisor

H&M | Jun 2023 - Aug 2023

My responsibilities as a Retail Sales Associate for H&M include demonstrating outstanding customer service and selling skills, keeping the floor stocked with the correct merchandise, addressing customer complaints, assisting in the display of merchandise, whilst organising the selling floor and stock areas keeping everything tidy.- I had to ensure that I maintain a professional attitude with sincerity and enthusiasm reflecting the store's commitment to the customers.