



# Kareem Said

I am a charismatic and very easy to go person. I would love to grow in retail industry.

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## Languages

- Hindi
- Arabic
- Pashto
- English
- Spanish
- Urdu

## About

With a robust background spanning across various sectors, I am a dynamic and adaptable professional known for delivering exceptional customer service and driving sales growth. From my experience in luxury retail at Heathrow's World Duty-Free to leadership roles in hospitality and retail environments, I've honed my skills in inventory management, team collaboration, and creating engaging customer experiences. Fluent in multiple languages and currently pursuing a degree in Economics, I bring a blend of linguistic proficiency, leadership acumen, and a keen eye for detail to every role. Whether it's navigating high-pressure situations, training teams, or optimising operational procedures, I thrive on challenges and am dedicated to achieving excellence in everything I do.

### BRANDS WORKED WITH

- Amazon Fresh
- Armani
- Cadbury Dairy Milk
- Foodies
- Hermès
- Lancôme
- Mondelēz International
- Nandos
- Sainsbury's
- Toblerone
- World Duty Free Group

## Experience

### ● Supervisor

Nandos | Jun 2022 - Sep 2023

- Maintained high standards of customer service during high-volume, fast paced operations
- Assisted management in stock ordering and food hygiene checks
- Followed procedures for safe food preparation, assembly, and presentation
- Followed safety and hygiene procedures in order to maintain food standards
- Kept track of production and food wastage, as well as often end of the day/week stock counts
- Put effort into training new team members efficiently
- Handled rotas weekly, making sure there was enough workforce each shift



### ● Assistant Manager

Foodies | Nov 2021 - Aug 2022

In-charge of overseeing the day-to-day operations of the store, including excellent customer service for all customers to ensure a pleasant experience for everyone. I was responsible for creating and implementing operational procedures and policies to optimise store efficiency, reduce costs and maximise profitability. I also managed inventory, ordering, and merchandising, ensuring that the store maintained a well-stocked and attractive appearance for customers. Additionally, I was responsible with helping train staff, fostering a positive and productive work environment, and ensuring compliance with company policies and regulations. Through my good cooperation and eye for detail, I was able to achieve significant improvements in store performance, resulting in increased sales.

Olerio, Hospitality/Fine dining

- Built a collaborative relationship with colleagues and customers through customer service
- Time and task management to meet deadlines for each task at different through difficult circumstances (short staff, high pressure or new trainees)

### ● Leader on Duty

Amazon Fresh | Dec 2021 - Apr 2022

- Communication and customer service skills to deal with clients and make them happy
- Helped throughout the startup of the store in handling deliveries days

before opening under huge pressure

- Attention to details to display the products at their best and keep the shop floor clean and tidy
- Technical skills for operating point of sales systems and stock checking systems
- Good adaptation skills as I was able to learn the system within a couple days with very little training given throughout onboarding



### ● Customer assistant

Sainsbury's | Oct 2023 - Jan 2024

Provided excellent customer service, addressing inquiries and ensuring satisfaction

- Managed cash transactions accurately and efficiently
- Demonstrated in-depth product knowledge to assist customers and promote sales
- Contributed to stock management by replenishing shelves and monitoring product dates
- Collaborated with the team to achieve store targets and maintain a positive work environment
- Proactively addressed customer concerns, turning potential negatives into positives
- Adhered to company policies, health and safety regulations, and food handling guidelines
- Implemented upselling and cross-selling techniques to maximise sales
- Maintained a clean and organised work environment to enhance the shopping experience
- Demonstrated flexibility in work hours, including weekends, evenings, and holidays
- Participated in training sessions to enhance skills and knowledge



### ● Sales assistant

World Duty Free Group | Jan 2024 - Now

- Provided exceptional customer service and product knowledge for luxury brands like Armani, Aqua Di Parma, Lancôme, and more.
- Managed inventory and ensured accurate stock levels for multiple brands, optimising sales opportunities.
- Collaborated with team members to create engaging displays and promotional activities, enhancing brand visibility.
- Implemented upselling and cross-selling techniques to maximise sales.
- Consistently met and exceeded sales targets, driving revenue growth for the brands.

## Education & Training

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2023 - 2027

### ● University of Westminster

Bachelor of Economics, Finance