



READING, UK

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# LEILA RAHMAN

## ★ WORK EXPERIENCE

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### Shop Assistant, Marks & Spencer London, UK, 2019- Present

Greet and assist customers, providing product recommendations and answering inquiries to ensure a positive shopping experience. Operate the cash register, process transactions accurately, and handle cash and credit card payments securely. Maintain a tidy and organized store layout, restocking shelves and arranging displays to attract customers and promote merchandise.

- *Led and trained interns and junior shop assistants by preparing the onboarding and monthly plans.*
- *Promoted from sales assistant to team lead within one year.*
- *Developed and implemented a sales training program, improving staff product knowledge and increasing upselling by 20%.*

### Sales Assistant, The Kooples, Manchester, UK, 2017- 2019

Welcomed and engaged with customers, assisting in selecting clothing and accessories, resulting in a 15% increase in sales. Managed inventory levels, conducting regular stock checks and liaising with suppliers to ensure timely product replenishment. Collaborated with colleagues to organize promotional events and seasonal sales campaigns.

- *Improved the store's visual merchandising by creating attractive displays, updating signage and ensuring stock availability.*
- *Awarded "Employee of the Month" twice for consistently exceeding sales targets and providing exceptional customer service.*
- *Consistently achieved quarter sales targets, exceeding monthly goals by an average of 10%.*

## ★ EDUCATION

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High School Diploma, The Manchester Grammar School, UK, 2017

- **Relevant courses:** Business Studies, Mathematics, English.

## ★ SHORT BIO

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Dedicated and enthusiastic Shop Assistant with over 3 years of experience providing excellent service. Strong understanding of retail operations with exceptional communication and leadership skills. Committed to maintaining a neat and organised store environment. Adept at training and mentoring new team members to ensure high service and product knowledge throughout the store, fostering a welcoming environment for customers.

## ★ SKILLS

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CUSTOMER SERVICE

CASH HANDLING

PRODUCT KNOWLEDGE

STOCK REPLENISHMENT

VISUAL MERCHANDISING

SALES SUPPORT

TRAINING AND MENTORING

INVENTORY MANAGEMENT

HEALTH AND SAFETY COMPLIANCE

CASH REGISTER OPERATIONS

## ★ CERTIFICATIONS

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- Customer Service Excellence (CSE) training, Institute of Customer Service (ICS), 2019
- Health and Safety in Retail, British Safety Council, 2017