

PERSONAL PROFILE

Detail-orientated Shelf Stocker with over 2 years of experience efficiently managing and organising shelves in large supermarket chains. Dedicated to maintaining fully stocked and organised displays, ensuring products are easily available to customers. Proven track record of exceptional customer service, creating positive shopping experiences. Strong work ethic and friendly demeanour, committed to enhancing customer satisfaction and store efficiency.

WORK EXPERIENCE

Shelf Stocker**2021 - Present**

Sainsbury's - London

Restock shelves and maintain product displays in an organised manner. Assist customers in locating products and provided information about promotions and discounts. Collaborate with team members to ensure timely and accurate unloading of delivery trucks.

- Improved shelf organisation, leading to a 15% increase in customer satisfaction scores.
- Maintained inventory accuracy, resulting in a 10% reduction in stock costs.

Customer Service Assistant**2020 - 2021**

Asda - London, UK

Responded promptly to customer inquiries via phone and email, addressing product information, order status, and after-sales support. Assisted in processing customer orders and ensuring product selection, pricing, and delivery schedules. Collaborated with the sales team to identify opportunities for upselling and cross-selling products, enhancing overall customer satisfaction.

- Reduced response time to customer inquiries by 20%, enhancing overall efficiency and customer experience.
- Recognised as the 'Employee of the Month' two times for exceptional customer service, improving the company's reputation and customer retention.

SKILLS

Inventory Management**Customer Service****Health and Safety Compliance****Product Knowledge****Cash Handling****Labelling and Pricing**

EDUCATION

GCSEs**2020**

London High School - UK

- Mathematics (A)*
- English (B)*
- Science (B)*
- Geography (C)*

LANGUAGES

English - Native
Urdu - Native
German - A2