

Sara Torkamani

Sales & Retail Assistant



linkedin.com/in/SaraTorkamani

v5.4.0

Friendly and reliable Sales & Retail Assistant with over 9 years of experience in customer service, sales, and stock handling. Known for a strong work ethic, positive attitude, and a focus on helping customers and keeping things running well. Quick to learn, team-oriented, and always ready to help. Based in Richmond and ready to join immediately.

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📍 Richmond, London, UK

Professional Experience

Online Shop Assistant & Sales Lead

Bitty Style Full-time

(2 year 10 months) 01/2020 - 10/2022

- Managed daily store tasks, packed 10+ orders per day, replied to customers, and ensured on-time delivery.
- Promoted products on Instagram and website, boosting sales by 150% through posts and helpful replies.
- Updated stock, worked with suppliers, and improved sales by 20% by adjusting to customer demand.
- Handled returns and customer questions to maintain high customer satisfaction and clear communication.
- Managed website content and product listings to keep the online shop up to date and easy to navigate.

Sales Support & Office Assistant

Ermile Full-time

(4 years 7 months) 06/2015 - 12/2019

- Supported sales team with admin tasks, order tracking, and customer follow-ups.
- Organised daily office operations, assisted colleagues, and kept everything well-coordinated.
- Responded to customer emails and phone calls, and used Excel to track orders and schedules.
- Helped prepare reports, managed schedules, and supported team communication across departments.

Sales Associate

Noshahr.com Full-time

(2 years 3 months) 02/2013 - 04/2015

- Restocked shelves, checked product expiry dates, and kept the store clean and organised.
- Assisted customers find products and answered their questions in a friendly, helpful manner.
- Supported checkout operations by bagging items, managing queues, and helping during busy hours.

Education

B.S. in English Translation

TMQU - Toloue Mehr Qom Higher Education Institute

2016 - 2021

B.S. in Food Science and Technology

Khazar Institute of Higher Education

2012 - 2014

A.S. in Chemical Industry

TVU - Technical and Vocational University

2010 - 2012

Skills

Persistence Collaboration Presentation Word Excel PowerPoint Teamwork Customer Service
Stock Management Cash Handling Product Display Order Fulfilment

Languages

English Fluent B2

Persian Native

Azerbaijani Native

Turkish Fluent