

Sara Torkamani

Sales & Retail Assistant



linkedin.com/in/SaraTorkamani

v5.2.0

Friendly and reliable Sales & Retail Assistant with over 9 years of experience in customer service, sales, and stock management. Strong work ethic and positive attitude, with a track record of helping customers and keeping stores running smoothly. Quick to learn, great at working in teams, and always ready to help. Based in Richmond and ready to join immediately.

✉ mrs.sara.torkamani@gmail.com

☎ +44 777 132 9796

📍 Richmond, London, UK

Professional Experience

Online Shop Assistant & Sales Lead

Bitty Style Full-time

(1 year 8 months) 07/2020 - 02/2022

- 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

Scrum

Languages

English Fluent B2

Persian Native

Azerbaijani Native

Turkish Fluent