



WORK EXPERIENCE

Specialist | Apple Retail UK – Brent Cross

July 2022 – Present

- Enriching lives by introducing Apple Products to support their needs whether it is for business use or personal use.
- Redefining expectations of Apple products by providing exceptional customer experiences through acknowledging their needs and aligning our understandings with Apple products.
- Ability to work under pressure and making decisive decisions to maintain high levels of positive customer experience.

Top Accomplishments:

- Top Trade In conversions and awareness during Q3 2023.
- Consistently reached top 5 Specialists in total revenue over the last 3 Quarters
- Consistently achieving 30% AppleCare+ Insurance on iPhones over the last 3 Quarters
- Achieved over £250,000 in Business Revenue over the last 3 Quarters including over 200 new business leads.
- Recognised by the Leadership team on my commercial performance in addition to supporting peers with crucial feedback.
- Achieving over 90% NPS Feedback consistently over 3 quarters.

Projects that I have been involved in:

- **Business Team:**
Supported my peers in terms of understanding the benefits of being a business customer. I have also supported them on terminology like Mobile Device Management and Customer Relationship Management.
- **Product Zone (Sales) :**
Connected with Experts and Pros to support peers on commercial numbers and have organised competitions to engage with them whilst driving to exceed goals.

Sales Associate | LEGO Retail UK – Leicester Square

March 2020 – June 2022

- Delivering outstanding customer experience by portraying a professional, gracious and engaging manner
- Safely and efficiently operate the store stockroom by assisting in receiving merchandise whilst abiding safety regulations and management of shortage situations

Top Accomplishments:

- Consistently achieving over 95% NPS Promoters monthly
- Achieved 100% in Mystery Shopper Challenge by providing amazing customer service and providing all the benefits that LEGO provides.
- Recognised from management and senior management with quick decision making whilst maintaining a smooth experience for customers.
- Recognised for exceeding store goals and training new colleagues to ensure that they are ready to be on the shop floor

Projects that I have been involved in:

- Supported in visual changeovers to promote new merchandise.
- Connected with The Leadership Team to provide crucial feedback into maintaining exceptional customer experience and employee's wellness.
- Supported peers to regularly update with product knowledge by creating competitions to engage with them whilst adapting to new merchandises.

Address

29 Lyndhurst Avenue, Friern
Barnet, London, N12 0LX

MY PROFILE

An adaptable individual who is passionate in enriching lives through technology whilst keen on learning how it impacts positively in our lives. I love to open opportunities for everyone so they can unlock their potential and exceed whilst driving for results.

After I completed my studies in BSc Mathematics; I am currently perusing a career in Software Engineering.

My keen interest in sports has also led me to represent as a captain for my club in Taekwondo and Handball too.

EDUCATION

University of Greenwich

Second Class Honors in BSc
Mathematics

A levels

- Mathematics (A*)
- Further Mathematics (A)
- Product Design – Graphics (B)

GCSES

5A*, 4A, 2B including A* in
Mathematics, B in English
Language and A in Additional
Mathematics.

Hobbies and Interests

Motorsport and Go Karting
Black Belt in Taekwondo
Handball Goalkeeper
Web Designing

Technical Skills

Coding Languages (Python, CSS,
HTML and JavaScript)
Microsoft Office (Word, Excel
and PowerPoint)