

## **Contact Information**

Mahsa Mohsenbegi

**Address:** Flat 8, Harriet Martineau residence, Aston Street, Birmingham, UK

**Email:** [msbeigi@gmail.com](mailto:msbeigi@gmail.com)

**Phone number:** +44 7984448691

## **Summary**

Highly motivated and customer-focused Retail Assistant with experience working at Koton, seeking a challenging role in a dynamic retail environment. Dedicated to delivering excellent customer service, optimizing sales, and maintaining a well-organized store to enhance the overall shopping experience. Additionally, my recent experience as an ambassador at Unite Student has honed my skills in event planning and management, allowing me to create engaging and impactful experiences for students. I have gained hands-on experience in collaborating closely with other team members.

## **Experience**

### **Student experience team & ambassador (Part-time)**

Unite Students

Mar 2023 – current

Birmingham-UK

- Collaborate closely with other staff members to plan events.
- Holding and planning the events for students.
- Handle complaints and dissatisfaction.
- Reception and customer service at the main office.

### **Retail Assistant at Koton (Part -time)**

Jun 2022- Jan 2023

Tehran - Iran

- Provided exceptional customer service by assisting shoppers with product inquiries, recommendations, and purchases.
- Ensured the store's visual merchandising standards were upheld, creating appealing displays to attract customers.
- Handled cash transactions and operated the point-of-sale system accurately.
- Restocked shelves and monitored inventory levels to avoid stockouts.
- Assisted in receiving and unpacking merchandise, checking for quality and accuracy.
- Collaborated with team members to maintain a clean and organized store environment.

## **Skills**

- Excellent customer service and communication skills, building rapport with customers to understand their needs.
- Strong attention to detail, ensuring accurate pricing, and merchandise placement.
- Proficient in operating a cash register and handling cash transactions efficiently.
- Ability to multitask and prioritize responsibilities to meet daily store objectives.
- Knowledgeable about retail trends and fashion, offering valuable advice to customers.
- Team player with a positive attitude, fostering a cooperative and productive work environment.

## **Education**

### **Master student in Data Analytics**

Aston University

Birmingham-UK

Jan 2023- Jan 2024

### **BSc. In Computer Science**

Shariati Technical and Vocational College

Tehran-Iran

Sep 2005-Oct 2007