**ABDI MAJID SAHARDIID**

Location: London, UK | Email: [adammajid00@gmail.com](mailto:adammajid00@gmail.com) | Phone: 07309104523

Calm and enthusiastic approach at building customer relations and accurately identifying consumer needs. Committed to providing high-quality customer care to create a positive shopping experience. Quick learner with an eye for detail and a strong interest in practical work. Solid command of technologies, tools and best practices obtaining new knowledge in all sectors of work. Strong team collaboration skills and team management abilities.

*Areas of expertise include:*

| * Client Management * Problem Solving * Hands on work | * Product Knowledge * Detail oriented mindset * Customer Service | * Reliable worker * Merchandising * Money handling |
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##### **PROFESSIONAL EXPERIENCE**

TESCO| November 2018 – Present

**Customer Assistant**

* Assisted with floor moves, merchandising, display maintenance.
* Responsible for greeting new customers as they entered the store and finding them the proper sales or customer service assistance.
* Responsible for developing and updating Excel spreadsheets.
* Regularly assisted the marketing staff in setting up sales floor displays and removing old displays.
* Assisted customer with finding the required product.
* Cash register operations.
* Balances cash drawer by counting cash at the beginning and end of the work shift.

TRAVELODGE|LONDON UK February 2018 – September 2018

**Receptionist**

* Processed guest payment for room charges, food and beverages.
* Greeted and registered guests and issued room keys
* Efficiently resolved problems or concerns top the satisfaction of all involved parties.
* Ensured proper cleanliness was maintained in all areas of the bar and front of the house.
* Communicated well and used interpersonal skills to establish positive relationships with guest and employees.

LEATHERLAND | LONDON, UK September 2015 – January 2018

**Sales Assistant**

* Established priorities and contributed to maintaining adequate inventory by utilizing retail best practices.
* Assisted customers with purchases while operating a point-of-sale computer cash register
* Interfaced with customers to handle complaints, returns, and exchanges following established store policy.
* Assisted with invoice preparation.
* Offers information on product lines, service offerings, and demonstrations.
* Maintained sales area by organizing merchandise, restocking shelves, and keeping the counter area clean and free of debris.
* Answered customer telephone calls promptly and in an appropriate manner.

##### **SOFT SKILLS**

| * Problem Solving * Coordination * Integrity * Time Management | * Active Listening * Multitasking * Detail-Oriented * Communication | * Teamwork * Leadership * Motivation * Fast Learner |
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##### **EDUCATION & TRAINING**

* **Maths - A**
* **Method Maths - A**
* **Science - A**
* **Additional Science - A**
* **English - C**
* **ICT - Merit**