

ZAHRA VASANJI

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An established stock controller with a keen attention to detail and a proven track record of improving back-of-house organisation systems and inventory management procedures.

- Improving stock take results
- Successful implementation of loss prevention and stock organisation procedures
- Accurate processing and documentation of stock movements
- Management of defective stock

EXPERIENCE

Stock Controller – CELINE, London | *November 2017 – June 2020*

- Performing weekly full cycle counts and adjustments
- Planning and actioning of bi-annual stock takes and improving stock take results
- Coordinating set-ups for private and public sales
- Responsible for handling after-sales process, communicating with team to ensure a timely service for clients
- Using CEGID software to document stock received, shipped and inter-store transfers
- Regularly performing quality control checks and processing damaged stock
- Working closely with management to maximise back-of-house efficiency
- Processing deliveries in a timely and accurate manner
- Regularly supporting other stores and assisting with the launch of e-commerce
- Overseeing levels of packaging and stationary in line with store needs
- Upholding a high standard of organization and management of several busy stockrooms
- Documenting CITES

Stock Manager – REISS, London | *January 2016 – October 2017*

Promoted from Stock Controller to Stock Manager in June 2016

- Managing stock levels and making key decisions about stock control
- Ensuring effective management of several busy stockrooms with constant traffic of inbound/outbound stock
- Recruiting new members of staff and organizing training and development
- Updating colleagues on business performance and new initiatives
- Responsible for inventory control and loss prevention and successfully minimized stock loss
- Analysing reports and coordinating transfers to other locations based on sale trends
- Documenting inventory weekly and reporting damaged or missing retail
- Implementing organisation solutions to make product easily accessible for stock and sales staff
- Replenishing shop floor
- Developing rapport with loyal clientele and overseeing orders from VIP customers

Sales Assistant/Supervisor In-training – REISS, London | *January 2015 – December 2015*

- Providing customer support and helping achieve monthly sales goals
- Resolving customer complaints and requests for refunds, exchanges and adjustments
- Key role in assisting the planning and executing of VM sets

Sales Assistant - LACOSTE, London | *August 2013 – December 2013*

- Providing a personalised customer service experience
- Liaising with warehouse to order in requests from clients
- Cataloguing stock and performing inventory checks

EDUCATION

BA Accounting & Finance (Hons) – 2:1

Middlesex University London, UK | *2013 - 2016*

A-Levels: Mathematics, Psychology, Biology,

WQEIC, UK | *2010 - 2012*

9 GCSE's A*-C (inc. English and Mathematics),

Madani High School, UK | *2005 – 2009*

PERSONAL ACHIEVEMENTS

Shoebox 4 Syria campaign | *2014, 2015*

President of Middlesex University Accounting and Finance Society | *2013, 2014*

TECHNICAL SKILLS

Advanced knowledge of Microsoft Office, particularly MS Word and Excel

Specialised softwares: **CEGID, Retail J, Sage 50 Accounts, OneSource**

REFERENCES

Available on request