

Ali Alnabhan

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SUMMARY

Motivated Computer Science undergraduate with retail experience, strong customer service and communication skills, reliable in fast-paced environments, adaptable, detail-oriented, and confident using IT systems and problem-solving skills.

EXPERIENCE

Retail Assistant | Fanatics | Wembley | December 2023 - Present

- Increased in-store upsell rates by 20% within six months by monitoring purchasing trends using CRM software and tailoring product suggestions to an average of 60 daily shoppers.
- Maintained store and stockroom appearance through regular organisation, cleaning, and replenishment, ensuring compliance with company merchandising protocols.
- Processed an average of 60+ daily transactions at Fanatics using the POS system, generating £1,800+ in daily revenue and reducing average queue times by 25% through efficient handling of payment operations.
- Maintained clean and organized retail environment by using appropriate cleaning agents and routine checks in accordance with store guidelines.
- Applied strong customer service skills to support shoppers and enhance satisfaction while adhering to company brand policies.
- Completed an average of 15 urgent tasks per week as assigned by supervisors, leveraging retail management systems.

Sales Assistant | Next | Watford | December 2021 - November 2023

- Addressed customer queries about available products and features by accessing inventory databases and utilising product knowledge tools.
- Operated tills to facilitate smooth payment experiences, ensuring use of approved retail software and effective communication during transactions.
- Replenished shelves efficiently with consideration to stock rotation procedures and health and safety standards.
- Carried out regular pricing and stock rotation to maintain inventory accuracy and adherence to store display plans using electronic tagging equipment.
- Contributed to organising in-store promotional events by setting up displays, distributing marketing materials, and engaging with attendees to highlight featured products using point-of-sale technology.
- Managed cleanliness and tidiness of retail areas by adhering to cleaning schedules and operating compliant cleaning equipment according to store procedures.

Hospitality Services Specialist | New Age Laundry LTD | Central London | August 2020 - October 2021

- Managed laundry services for hospitality businesses, ensuring high standards of cleanliness and efficiency for hotels, spas, and resorts.
- Assisted in quality control checks, ensuring all services met customer expectations and industry standards.
- Streamlined operational workflows by coordinating linen inventories, scheduling timely deliveries, and liaising with hospitality partners to support uninterrupted service across multiple client locations.
- Facilitated client feedback collection and implemented service adjustments, bolstering customer satisfaction and supporting long-term partnerships with hospitality clients.

EDUCATION

Bachelor of Science in Computer Science | University of Middlesex | Pending

Hendon, UK | 2027

Level 3 Extended Diploma in IT | Stanmore College | DDM

Stanmore, UK | 2023

SKILLS

- Customer service & communication
- Point of Sale (POS) systems
- Cash handling & transactions
- Stock replenishment & inventory
- Teamwork & collaboration
- Time management & organisation
- Problem-solving
- IT literacy & retail software
- Adaptability & fast learning