



AAMNAH HUSSAIN

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40 Grange Lane, Leicester LE27EH

SKILLS

- Top sales performer
- Strong customer service orientation
- Visual merchandising proficiency
- Fashion knowledge
- Sales expertise
- Social media management
- Markdown/promotional procedures
- Adaptive team player
- Professional demeanour

EDUCATION

Expected in 08/2026

De Montfort University |
Leicester, LCE

Bachelor of Business
Administration: Business and
Marketing

Expected in 08/2023

Leicester College |
Leicester, LCE

Higher National Diploma:
Fashion and Footwear

- Professional development completed in Visual Merchandising in John Lewis
- Continuing education in Fashion Marketing and Fashion Business.

08/2020

Shireland Collegiate Academy
| Smethwick, SAW

A-Levels: English Literature,
Psychology, Business

- Relevant Coursework Completed: English Literature - Private Study of

PROFESSIONAL SUMMARY

Skilled Customer Service professional with extensive experience providing first-class service within retail stores and supermarkets. Consistently exceeds expectations with dedicated work ethic and passion for helping people. Committed to professional development, achieving strong results and applying consistent best practices.

WORK HISTORY

12/2021 - Current

Tesco | Leicester , East Midlands
Customer Service Assistant

- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Maintained up-to-date knowledge of store payment, return and exchange policies, providing expert customer guidance.
- Maintained spotlessly clean sales floors, organising merchandise for visually-appealing displays.

03/2021 - 12/2021

Boots UK | Leicester, East Midlands
Beauty Sales Consultant

- Maintained advanced beauty industry knowledge to apply trends and techniques to in-store customer experiences.
- Restocked makeup application tools such as sponges and brushes, maintaining strict compliance with hygiene protocol to avoid health risks, also in compliance with the latest COVID regulations.
- Provided customers with tailored skincare advice according to their issues and goals, offering detailed product advice to secure maximum sales per shift.
- Showcased beauty products to customers highlighting features and benefits to suit purchase needs.
- Applied makeup products on customers using a variety of techniques including contouring and baking to highlight product suitability and usage.
- Maintained a smooth-running, efficient appointments diary, ensuring continued professionalism and positive customer experiences.
- Drove product sales by creating visually appealing product displays, following cosmetic merchandising guidelines to ensure alignment with brand goals.

Alias Grace by Margaret Atwood.

- English Literature - A
- Psychology - A
- Business - B

08/2018

St Pauls School for Girls | Birmingham

GCSEs: Core Subjects, Spanish, Textiles, Geography and Religious Education

- Carried out thorough skin and patch testing to ensure customer safety throughout foundation and skincare applications and treatments.

06/2019 - 08/2020

H&M | Birmingham, West Midlands
Retail Sales Advisor

- Explained information about quality, value and style of products to influence customer buying decisions.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Oversaw training of junior sales staff, providing ongoing mentoring to ensure positive team performances.
- Asked open-ended questions to accurately assess customer needs, exceeding expectations with personalised product recommendations.
- Developed and executed sales promotions, increasing store revenue through targeted campaigns.
- Maintained up-to-date knowledge of customer buying habits, improving stock management processes to meet product demand.
- Operated cash registers with accuracy and care, effectively processing cash and card transactions.
- Facilitated daily and weekly physical inventory counts, maintaining accurate stock records.
- Explained unique product features to engage customers, highlighting benefits, applications and uses.
- Consistently achieved sales targets through outstanding service, product expertise and upselling abilities.
- Maintained store window displays, increasing shopper appeal to drive foot traffic and potential sales.

09/2018 - 05/2019

McDonald's | Birmingham, West Midlands
Crew Member

- Contributed to team success through effective collaboration and prompt, accurate task completion.
- Consistently went above and beyond job requirements, regularly exceeding targets and expectations.
- Resolved issues quickly to maintain productivity goals, enabling team achievement against KPIs.
- Managed day-to-day labour duties including heavy lifting, goods transportation and site maintenance.
- Maintained clean, safe working environments in line with site regulations, eliminating risks and accidents.
- Excelled in every store position and regularly backed up front-line staff.
- Managed schedules, accepted time off requests and found coverage for short shifts.
- Consistently exhibited calm demeanor during periods of high volume or unusual events to keep store operating smoothly and set positive example for shift team.
- Advised new employees on company procedures and policies to facilitate daily tasks and responsibilities.

04/2018 - 08/2018

Pizza Hut | Birmingham, West Midlands
Host

- Managed in-person and telephone guest enquiries, customer service requests and reservation bookings using OpenTable.
- Assisted in preparing dining room for special upcoming

functions by decorating, setting up tables and displaying special group menus.

- Resolved guest and employee complaints, maintaining customer satisfaction and workforce effectiveness.
- Monitored dining room and guest flow to maximise table usage and minimise wait times by 34%.

ACCOMPLISHMENTS

- Duke of Edinburgh Award - GOLD
 - National Citizenship Service Certificate
 - Work placement at Calthorpe Academy, Birmingham.
- Experience with SEN children