

HIRA AKBAR

CONTACT

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SKILLS

Exceptional interpersonal skills to build strong customer relationships.

·Attention to detail and ability to anticipate customer preferences.

Strong problem-solving abilities to address customer inquiries and concerns.

Proficiency in point-of-sale (POS) systems and other relevant software.

EDUCATION

Queen Mary University of London

MSC Neuroscience
2024-2025

University of Greenwich

BSC BIOMEDICAL SCIENCES
2019-2022

Chalkhills academy

A-levels
2017-2019

LANGUAGES

English



Urdu



PROFILE

A highly motivated and experienced professional with experience in sales and customer service roles. Possessing a high level of product and fashion sensitivity and knowledge, I aim to utilize my exceptional customer service skills and ability to understand and exceed customer needs to deliver the best customer experience. With a taste for challenge and a strong team spirit, I strive to contribute to the success of Celine, while demonstrating a sense of service, natural curiosity, open-mindedness, optimism, and empathy.

WORK EXPERIENCE

TK Maxx

Oct - December 2024

Sales Associate- CHRISTMAS TEMP

Key responsibilities:

- Maintained and organised clothing rails, ensuring a neat and visually appealing environment.
- Assisted in replenishing stock and arranging displays to adhere to company standards.
- Provided excellent customer service by assisting shoppers with inquiries and locating products.
- Collaborated with team members to meet daily store targets and ensure smooth operations during rush hour.
- Demonstrated adaptability and efficiency in a fast-paced retail environment.

ANH Consultants

March 2020-2023

Sales Associate-

Key responsibilities:

- Assisted clients in planning and organizing their travel arrangements, ensuring their preferences, requirements, and budget were understood and addressed effectively.
- Booked and confirmed travel arrangements, including flights, hotels, rental cars, cruises, and other transportation options, with a strong focus on accuracy and attention to detail.

Debenhams

Nov 2019 - May 2021

Sales associate

Key responsibilities:

- Handled customer inquiries and resolved complaints to ensure a positive shopping experience.
- Maintained an in-depth knowledge of product lines, seasonal trends, and promotional offers.
- Built rapport with regular customers, fostering loyalty and satisfaction.
- Ensured displays were visually appealing and aligned with company standards.
- Restocked shelves and maintained inventory accuracy through regular checks.

Rothamsted Research

June - August 2018

Research intern

Key responsibilities:

- Led innovative research on how different light sources affect plant growth, analyzing data to uncover key insights into plant development.
- Authored a comprehensive scientific report.