Hasan Salman

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Personal Profile:

An individual, who is enthusiastic, dedicated, committed and works hard to achieve a high standard of service. A reliable, well organised and self motivated person, who is able to learn and apply new skills and work effectively using my own initiative and as apart of any team. Committed to achieving and exceeding demanding targets and business objectives whilst remaining focused on providing an exceptional customer service.

Key Skills:

- **I.T Skills:** Confident user in most Microsoft Office Packages, these include; Word, Excel, PowerPoint, Outlook and much more. In addition I am able to pick up and learn new client management and stock inventory systems. I am also aware of data protection and information security procedures.

- **Customer Service:** Developed a great understanding of customer service throughout my retail experience and able to deal with high volume of customers for a wide range of products and services. Also supervised and managed a team of ten checkout assistants and I have a good knowledge of staff planning and rotations.

- **Communication Skills:** Able to build rapport and effective relationships with various stakeholders, while working for Computec Av Ltd one of my key duties was to engage in business development with B2B clients. Using my negotiation and sales skills identified client's needs and informed them about the products and services that were available.

Employment History:

Car Package Driver **(August 2020 - Current)**

(UPS)

- Deliver a wide variety of items to different addresses and through different routes.
- Follow routes and time schedule.
- Load, unload, prepare, inspect and operate a delivery vehicle
- Inform customers about new products and services

- Collect Payments
- Follow regulations and safety standards

Civil Enforcement Officer **(Feb 2018 – August 20)**
(APCOA)

- Provide professional and efficient parking enforcement duties in accordance with statutory provisions and regulations
- Carry out patrols of the car parks and streets within the council boundary reporting issues
- Taking a proactive and customer focused approach at all times.

Technology Expert/Sales Assistant **(Nov 2016 – Oct 2017)**
(HMV)

- Assisting and advising customers on technology related queries
- Merchandising products & goods
- Dealing with customer queries
- Maintaining a neat and clean store environment
- Up selling products and assisting customers with purchases
- Making sure all products are security tagged to prevent loss
- Explaining product features and benefits
- Establishing a quick rapport with customers
- Preparing end off day reports for management

Floor Manager **(Apr 2015 – Jan 2016)**
(JD Sports)

- Assisted and supervised customers with purchases
- Stock replenishment using computerised system
- Deal with customer complaints and queries
- Supported staff and customers with product availability and pricing
- Maintaining every section of the shop floor
- Merchandising when a new release is available
- Assisted customers with purchases and upsold clothing items

Retail Supervisor

CEX (Computer Exchange) **(Nov 2014- Jan 2015)**

- Assisted customers with purchases
- Stock management and replenishment by using computerized systems
- Planned daily staffing schedules and daily cash flow
- Dealt with customer queries and complaints

Box Office Assistant (Nov 2014- Feb 2015) (Nov 2015- Feb 2016)

Broadgate Ice Rink

- Answering calls for customer information and ticket queries
- Inputting data into Microsoft Excel and Word
- Handled customer complaints and queries
- Applied and adhered to health and safety
- Managed cash flow and daily cash tallying

Youth Worker (Voluntary) **(Nov 2010 - Present)**

JMC Youth Lounge

- Safeguarding young people and ensuring that all their support needs are met.
- Supporting youth with various activities from school life, social activities and giving practical advice
- Assisting co-youth workers to organise and set up events and help promote engagement at the youth club

Education/Qualifications:

August 2012- Jan 2013 - NVQ Level 2 Youth Work

2009-2012 University of Westminster

BENG Hons Electronic Engineering Graduate

2006-2008 Hackney Community College

BTEC National Diploma ICT – Distinction

GNVQ Business Studies – Pass

2001 -2006 Central Foundation Boys School

8 GCSEs A* to C including Maths and English

Referees: Available on Request