

# **Milan Sachania**

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## **Education**

### **University of Leicester (Sept 2013 – Present)**

- **Degree Undertaking**
  - Economics BSc.

### **Hendon School (Sept 2005 – Sept 2012)**

- **A levels Grades Obtained**
  - A2 Maths (A), A2 Economics (B), A2 Chemistry (C) and AS Physics (D)
- **GCSE Grades Obtained**
  - Math - A
  - English Literature/language - B/C
  - Science Core/Additional - A/A
  - Statistics - A\*
  - Business - A
  - NVQ French Pass
  - ALAN Level 2 Pass

## **Work experience**

### **Screwfix Direct Ltd, Harrow, London**

#### **Service Assistant (Aug 2012 – Sept 2013)**

- **Key Responsibilities**
  - Serving the trade and general public with a high level of customer service.
  - Processing sales transaction with various methods of payments on the till.
  - Picking customer orders placed in-store, over the phone and internet.
  - Handling store and customer deliveries into the warehouse efficiently utilising stock management systems.
  - Stock Management
  - Maintaining clean and safe store front and warehouse.

➤ **Skills obtained**

- Customer service skills- Handling customer queries, refunds and advising customers of offers and delivery options.
- Communication skills- Effectively communicating with colleagues and customers.
- Organisational skills- Maintaining clean and organised warehouse by transferring stock to alternate locations.
- Team work- Putting away deliveries as a team.
- Responsibility- Being entrusted with preparing customer deliveries.

**Oxfam, Wembley, London**

**Volunteer (Feb 2011 – Apr 2011)**

➤ **Key Responsibilities**

- Sorting and pricing merchandise, putting out merchandise on shop floor.
- Operating cash register and handling sales transactions.
- Keeping shop floor and back room clean, organised and uncluttered.
- Assisting customers with purchases and enquiries.

➤ **Skills obtained**

- Team work- Working as part of a team to sort out merchandise and put out on to shop floor.
- Responsibility- Operating cash register without assistance during peak hours.
- Organisational Skills- arranging books alphabetically and categorising. Categorising CDs/DVDs/Tapes/Vinyls.
- Working under pressure- Serving customers during peak hours.

**Other skills**

Proficient use of Microsoft office and E-mail.

**References**

Available on request