

# MUSKAN HASSAN

BA (Hons) English Literature and Creative Writing

London  
07900442282  
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## Personal information

A friendly and reliable individual with a genuine passion for books and reading. Strong customer service skills and able to create a welcoming environment for customers. Willingness to train on the job and ability to learn quickly. I am available for an immediate start and am currently seeking a good position

## Skills

- Excellent customer service and communication skills
- Ability to catalogue, sort, and shelf stock accurately
- Strong teamwork and collaboration
- Basic IT and computer skills
- Good time management
- Reliable and responsible work ethic
- Good organisation and attention to detail

## Professional Experience

**Marks and Spencer, Westfield** – 2022 - 2026  
Operations

- Replenishing shelves to ensure products are always available for customers.
- Maintaining high store standards by keeping the shop floor clean, tidy, and well presented.
- Using digital systems and store equipment to manage stock and complete operational tasks.
- Ensuring health and safety procedures are followed in stockroom and shop floor areas.
- Working closely with team members to meet daily store targets and priorities.
- Receiving deliveries, unpacking stock and organising products in the stockroom.

**Tutor – GCSE, A-Level and SAT's students** 2018-2022

Math, English, Psychology, Sociology and Science

- Planning and delivering structured lessons based on students' learning needs.
- Communicating with parents or guardians about student development.

## Education

**University Of Greenwich** – 2025 - Present

BA Honours English Literature And Creative Writing.

**Chobham Sixth Form** – 2018 - 2020

3 A-Levels (Psychology, Sociology and English)

**Chobham Academy** – 2013 - 2018

9 GCSE's including Maths and English

**References: Available on request**