

CURRICULUM VITAE

✉ Diana.bechian14@yahoo.com

☎ 07778137612

📍 Birmingham, west Midlands
B11 3AL

Enthusiastic and approachable, bringing good communication and customer service skills. Quick learner with a positive relationships and assisting customers effectively. Reliable team player with proactive approach to problem-solving and ensuring pleasant shopping experience. Demonstrates flexibility and eagerness to adapt to new challenges. Seeking to bring my leadership skills to a Team Leader position at your Sheldon Asda store.

EXPERIENCE

10/2019 - 02/2020 **Sales Assistant, Boots UK, Birmingham**

- Handled customer enquiries, providing prompt responses to questions about products and services.
- Assisted customers in locating products and provided detailed information to enhance shopping experience.
- Processed sales transactions accurately, handling cash and card payments efficiently.
- Managed stock levels on the shop floor, promptly restocking items to maintain store presentation.

12/2016 - 05/2019 **Fast Food Worker, Pepes Piri Piri, Birmingham**

- Managed complaints with calm, clear communication and problem-solving.
- Culinary Preparation and Kitchen Management.
- Uphold rigorous standards for hygiene and cleanliness
- customer service and front-of-house operations and transactions

SKILLS

- Customer relationship management
- Sales transaction processing
- Stock management
- Visual merchandising
- Customer service
- Team collaboration

EDUCATION

01/2015 - 01/2018 **Level 2,3 in Bussiness Studies**
South and City College Birmingham, Birmingham, England

01/2011 - 01/2015 **GCSEs**
Selly Park Technology College for Girls, Birmingham
GPA: Passed essential GCSE's

HOBBIES AND INTERESTS

- Spending time with Family and Friends
- Shopping
- Baking

COVER LETTER

Cover Letter

B11 3AL Birmingham, west Midlands

07778137612

diana.bechian14@yahoo.com

Asda

105 Kelynmead Road Sheldon

B33 8LF Birmingham

Re: Application for Team Leader

Dear Hiring Manager,

I was excited to learn of the current opening at Asda Sheldon for a Team Leader, and I would like to be considered for this position. I believe I have a solid background in retail and customer service, along with a strong work ethic and a passion for delivering excellent customer experiences, I believe I would be a valuable addition to your team.

You can expect that I will learn fast and adapt smoothly to your environment and requirements. My early experiences and studies have taught me the value of time management and clear communication and helped me develop foundational skills in leadership, customer service and motivation. I enjoy working with people from different backgrounds and learning from others, and I am excited to expand my knowledge and abilities and build a career in retail

Thank you for considering my application. I would welcome the opportunity to speak with you further about how I can contribute to the continued success of your store.

Sincerely,

Cover Letter

Diana.B

Team Leader

Asda  • 3.2 ★

105 Kelynmead Road Sheldon, Birmingham B33 8LF

£12.60 - £13.60 an hour - Permanent, Full-time

[Apply on company site](#) 



Saved



Job

Company

Profile insights

Here's how the job qualifications align with your [profile](#) .



Skills

✓ Communication skills ▼

Job details

Here's how the job details align with your [profile](#).

Pay

- £12.60 - £13.60 an hour

Job type

- Permanent
- Full-time

Shift and schedule

- Weekend availability

Location

105 Kelynmead Road Sheldon, Birmingham B33 8LF

Benefits

Pulled from the full job description

- Employee discount
- Employee assistance programme
- Company pension

Full job description

Job Title

Team Leader

Location

Sheldon

Employment Type

Full time

Contract Type

Permanent

Shift Pattern

Work Shift: Afternoons

Hours per Week

36

Pay Rate

£13.60

Category

Retail Hourly Colleagues, Store Management

Closing Date

20 October 2025

As a **Team Leader**, you'll play a key role in the day-to-day running of your department. You'll lead by example—supporting your colleagues, keeping things running smoothly, and making sure our customers receive the best possible service. Whether it's helping to manage stock, supporting new starters, or stepping in to solve a problem, you'll be a go-to person on the shop floor. You'll work closely with your manager to deliver high standards and keep your team motivated and focused. **What makes a brilliant Team Leader:** • **Customer-focused:** You put customers first and help your team do the same. • **Supportive:** You're approachable, helpful, and always ready to lend a hand. • **Organised:** You can juggle tasks, manage priorities, and keep things on track. • **Positive attitude:** You bring energy and enthusiasm to every shift. • **Team player:** You work well with others and help create a great place to work. • **Reliable:** You take responsibility and follow through on what needs to be done. **What you'll bring:** • Experience working in a retail or customer-facing environment. • A willingness to take on responsibility and support others. • Good communication skills and a can-do attitude. • Flexibility to work a range of shifts, including weekends and evenings.

Everything you'll love

Alongside a competitive salary, you'll get lots of other great benefits too, including:

- Colleague discount: 15% off your shopping at Asda from day 1 for you and a nominated user

- Discounted rates and special offers on Asda services such as Mobile, Pharmacy, Opticians, Personal Loan, Pet Insurance, Travel Insurance, Travel Money, Tyres, Breakdown Cover
- Wagestream: access to flexible pay, income tracker, financial coaching, exclusive savings account and much more.
- Company pension
- Wellbeing: including 24/7 virtual GP, 24/7 EAP service, as well as access to free counselling, legal, mortgage, cancer and bereavement support
- Asda Allies Inclusion Networks – helping colleagues to make sure everybody is included and that our differences are recognised and celebrated.
- Excellent parental leave policies, including maternity & adoption leave, paternity leave, shared parental leave, neonatal care leave, and support for those doing fertility treatments.
- Colleague recognition programme
- Special offers and discounts across a range of services and activities, from airport parking to theme parks and cinemas.