

Rana Kashif

Night Duty Partner — Replenishment & Customer Service

Plymouth, Devon

Retail professional with 10+ years of experience across customer service, night replenishment, and store operations, including 8+ years with Waitrose & Partners. Proven ability to lead teams, maintain high standards, and deliver results in fast-paced environments.

EXPERIENCE

Night Duty Partner — Replenishment & Customer Service Jan 2017 — Jan 2024

Waitrose & Partners (John Lewis Partnership) *UK*

Delivered efficient and accurate night-shift shelf replenishment across multiple departments while meeting stock accuracy and waste-reduction targets. Acted as a trusted key-holder managing secure store opening and closing procedures. Resolved customer queries professionally and mentored new team members to maintain team morale during overnight shifts. Upheld rigorous health, safety, and hygiene standards.

Customer Service Assistant Nov 2014 — Jan 2016

Rail Station Retail *UK*

Delivered attentive customer service in a high-footfall, time-sensitive retail environment. Monitored premises for safety and security, ensuring a calm and compliant atmosphere. Assisted with stock management and point-of-sale operations.

Shift Team Leader Mar 2010 — Jan 2014

Papa John's *UK*

Led and coordinated busy shift teams, managing workflow, scheduling, and real-time performance. Handled phone orders and customer-facing issues with professionalism while maintaining strong customer satisfaction. Upheld strict cleanliness, food safety, and service standards across all shift hours.

EDUCATION

Oxford Brookes University Sep 2023 — Jun 2024

Level 4 Foundation Year in Business Management & Entrepreneurship

City of London College Sep 2011 — Jun 2011

Diploma in Business (NQF Level 4)

SKILLS

Night replenishment · Stock control · Inventory accuracy · Customer service excellence · Complaint resolution · Health and safety compliance · Hygiene standards · Shrinkage reduction · Key-holder responsibilities · Team leadership · Mentoring · Staff training · Merchandising · Planogram adherence · MS Office · Microsoft Teams · Outlook · Point-of-sale operations · Food safety