

## Customer Service Assistant

An enthusiastic customer service professional with two years of experience as a liaison between business and customers. A skilled verbal and written communicator with a flair for complaint resolution, plus a passion for organisation which allows for efficient and effective delivery of service. Dedicated to providing human, empathetic, and reliable services whilst maintaining brand reputation and competency. Currently looking for a Customer Assistant position that will benefit from a natural aptitude for first class customer service.

## Customer Service Skills

- ◆ Complaint resolution
- ◆ Cross- and up-selling
- ◆ Interpersonal skills
- ◆ Decision making
- ◆ Positive attitude
- ◆ Time management
- ◆ Microsoft 365
- ◆ Salesforce
- ◆ Zendesk

## Employment History

### John Lewis, Liverpool Retail Assistant

2020 – Present

Supported the selling floors and wider branch by communicating positively with colleagues and customers. Coached less experienced colleagues and resolved customer complaints.

- Supplied great natural customer service due to extensive product and store knowledge
- Replenished fresh stock consistently before peak times, creating a positive customer experiences
- Handled cash and card transactions accurately, according to set procedures
- Maintained health and safety standards to achieve 5 stars in audits

### Currys, Liverpool Customer Service Advisor

2017 – 2020

Supported, guided, and interacted with customers through webchat, SMS, and on the phone, placing them at the heart of every purchase decision.

- Supplied tech-focused advice to over 40 customers every day, to encourage purchases
- Took ownership for queries, providing “right-first-time” resolutions to minimise repeat enquiries
- Regularly identified the root cause for customer pain points, resulting in productive conversations
- Met call quality standards and contributed to the overall high level of customer satisfaction

### Tesco Plc, Liverpool Customer Service Assistant

2014 – 2017

A customer service-focused colleague, helping to serve shoppers better every day by greeting people and resolving enquiries.

- Served over 100 customers on checkouts every day, ensuring they received an easy, seamless, and personalised experience
- Demonstrated knowledge of 100+ products in store and helped customers by giving great service

## Education and Qualifications

### A-Levels, Liverpool Sixth Form College, 2014

4 A-Levels in Maths, Business, Computing and Economics (Grades A-C)

### GCSEs, Liverpool Secondary School, 2012

10 GCSEs, including Maths and English