

Curriculum Vitae

CAN-27

Based in... Stevenage, Hertfordshire
Accessible by... Public Transport
Notice period of... 2 - 3 Weeks

ABOUT THE CANDIDATE

This candidate has strong experience troubleshooting and resolving technical issues, primarily for Samsung applications and a variety of websites. Their advanced problem solving skills allow them to take ownership of managing customer issues from start to finish, ensuring high levels of customer service and satisfaction throughout.

Since relocating to the UK, this candidate has focused on their customer service and sales skills, where they have gained practical experience working in fast-paced environments and managing several tasks at once. They always perform with a high attention to detail and have proven experience in accurate data entry and CRM management.

WORK EXPERIENCE

Sales Associate, UK

Feb 23 - Present

Fuel and service station operated by a leading oil company

- Always providing high levels of customer service and satisfaction
- Processing customer payments including cash and card transactions, plus refunds
- Supporting with enquiries relating to fuel services, the car wash, and in-store products
- Encouraging customers to sign up for the rewards app to promote products and services
- Upselling products and services to customers such as in-store items and car washes
- Consistently achieving top-ranking performance as the lead salesperson in store
- Successfully enrolling customers onto the rewards app platform
- Supporting Management with end of day processing including producing sign-up reports
- Other customer-facing and administrative tasks as required

Career Break (Relocation / Seeking Employment)

Apr 22 - Jan 23

Process Associate, India

Oct 21 - Mar 22

Global professional services firm

- Promoting website and professional website building services
- Utilising the CRM and in-house systems to provide assistance on GoDaddy products
- Troubleshooting technical issues and finding solutions in a timely manner
- Using a proactive approach and problem-solving skills to ensure customer satisfaction
- Having positive interactions with customers which contribute to driving additional sales

E-Support Officer, India

Dec 19 - Sep 21

Global contact centre and BPO services provider

- Resolving a wide spectrum of complex customer issues and related queries
- Delivering exceptional technical support to customers on Samsung Apps
- Primarily focusing on resolving technical queries relating to Samsung Cloud
- Consistently providing effective solutions for customers to improve retention
- Maintaining a commitment to customer happiness and proactive issue resolution
- Providing demonstrations and walk-throughs for key Samsung products and services
- Upselling and promoting products and services to existing and prospective customers

EDUCATION & QUALIFICATIONS

University, UK

2022 - 2023

- Masters in International Business Management

Degree College, India

2018 - 2021

- Bachelors in Computer Applications

Certificates and Licences

- Certificate of Achievement in Project Management Foundations
- Certificate of Achievement in Supply Chain Management
- Certificate of Achievement in Sustainability Strategies
- Certificate of Achievement in Microsoft Excel: Advanced Formulas and Functions