

Daniel Yekini

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Education:

BSc Computer Science 2020 - *Current*

| Queen Mary University London

Experience

Jul 2021 – Sept 2021

Customer Service Call Handler • Somerset Council

- Inbound call handling for customer service issues and complaints, remaining calm and reassuring customers
- Collating and processing initial customer queries, filing reports to appropriate departments
- Receiving and dealing with all initial customer communications
- Providing accurate detailed information and advice

May 2021 – June 2021

Waiter/ Room Service • Leonardo Royal London St Paul's Hotel

- Responsibility managing a 50-customer seating area, including opening tables, memorising and fulfilling orders, answering customer questions and engaging in general conversation.
- Maintained high level of customer service and professionalism therefore achieving highest amount of tips during shifts
- Clean tables or counters after patrons have finished dining. Set up dining areas to prepare for the next shift or for large parties.

May 2020 – Sept 2020

Customer Service Call Handler • NHS Track & Trace

- Receiving and dealing with all initial customer communications
- Providing accurate information and advice
- Guiding all customer issues to a satisfactory conclusion
- Following up on ongoing customer cases and communicating progress to management and customer

Aug 2018 – Nov 2018

Wine Waiter • Team Leader • Centerplate – Leicester Tigers

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Write food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen and bar staff.
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.