

# Melanie Lloyd

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## EXPERIENCE

### Customer Care Advocate

Wyman Ltd   2017 - Ongoing   2501 S Price Rd Ste 201, Chandler AZ 85286

Wyman Ltd is a regional parcel carrier specializing in next-day and two-day delivery.

- Generated business of more than 1.5 cr in FY 17-18.
- Achieved the highest sales target for 3 consecutive quarters
- Reduced payment cycle time to 30 Days

### Customer Care Advisor

Padberg   2013 - 2017   2501 S Price Rd Ste 201, Chandler AZ 85286

Padberg is a global fashion destination for 20-somethings. We sell cutting-edge fashion and offer a wide variety of fashion-related content.

- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
- Received an average 85% customer satisfaction rating consistently, 15% higher than department average
- After 7 months i got promoted in Sales as a Sales Executive
- Guidance and supervision of 20-30 call operators per shift in a blended environment.

### Customer Care Specialist

Boyle Ltd   2011 - 2013   2501 S Price Rd Ste 201, Chandler AZ 85286

Boyle Ltd is the e-commerce company of Triboo that realizes and manages electronic commerce and digital strategy of prestigious brands in different markets, with an integrated range of services including software development, logistics and order management, marketing , store management and customer care

- Owned operating budget of \$150m (reduced from \$170m).
- After 1 year i got Promoted as Sales Team Couch in Sales Department.
- Total number of calls handled exceeds 10,000+

### Customer Care Associate

Gerhold   2010 - 2011   2501 S Price Rd Ste 201, Chandler AZ 85286

Gerhold is a nationwide chain of retail outlets for communication products and services of the Reliance – ADA Group.

- What did you achieve in this role?

## EDUCATION

### Bachelor of Arts (BA) in Fashion Business

Glasgow Caledonian University

2004 - Ongoing

2501 S Price Rd Ste 201, Chandler AZ 85286

GPA 3.6 / 6

- Thesis: An investigation into whether online banner advertising prompts impulse buying of apparel by stimulating hedonic or utilitarian motivations for generation Y female consumers (aged 18-28 years)

### Degree in Psychology and Educational Science

UNIVERSITY OF BUCHAREST

2001 - 2004

GPA 6 / 6

## INDUSTRY EXPERTISE

### Leadership



### Microsoft Office



### Salesforce

