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 🌐 aolfeahy.com

A experienced in engaging with customers, offering support, and driving sales through an excellent customer service experience and maintaining positive relationships. Handling transactions accurately and ensuring exceptional service. Skilled in using POS systems and handling cash and card payments.

SKILLS

- Cash handling and sales
- Processing payments
- Stock management
- Customer service
- Working under pressure
- Operating POS systems
- Handling returns

HOBIES AND INTERESTS

- Reading and digital art
- Gardening
- Hiking and travel
- Music and podcasts
- Yoga

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WORK EXPERIENCE

Senior Customer Service Representative, offering, and
 01/2024 - Present

- Greeted customers and provided assistance with product selection
- Assisted with returns and exchanges, and organized displays for new customer arrivals
- Assisted and completed cash, card, and mobile payments
- Maintained inventory levels and ensured accurate customer service and product knowledge
- Provided excellent customer service, including handling complaints, processing returns, and ensuring accurate change

Senior Customer Service Representative, offering, and
 01/2023 - 01/2024

- Greeted customers and provided assistance with product selection
- Assisted with returns and exchanges, and organized displays for new customer arrivals
- Assisted and completed cash, card, and mobile payments
- Maintained inventory levels and ensured accurate customer service and product knowledge
- Provided excellent customer service, including handling complaints, processing returns, and ensuring accurate change

Senior Customer Service Representative, offering, and
 01/2022 - 01/2023

- Greeted customers and provided assistance with product selection
- Assisted with returns and exchanges, and organized displays for new customer arrivals
- Assisted and completed cash, card, and mobile payments
- Maintained inventory levels and ensured accurate customer service and product knowledge
- Provided excellent customer service, including handling complaints, processing returns, and ensuring accurate change

Senior Customer Service Representative, offering, and
 01/2021 - 01/2022

- Greeted customers and provided assistance with product selection
- Assisted with returns and exchanges, and organized displays for new customer arrivals
- Assisted and completed cash, card, and mobile payments
- Maintained inventory levels and ensured accurate customer service and product knowledge
- Provided excellent customer service, including handling complaints, processing returns, and ensuring accurate change

EDUCATION

Postgraduate Certificate in Retail Management, 2020

University of Dublin
 Dublin City University
 • 2020
 • 2020
 • 2020
 • 2020