

Veronica Chung

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Experience

Jan 2023 - Present

Nespresso – CRC Customer Care Support (Admin)

- Managing three mailboxes to ensure all enquiries are answered within SLA - machine repairs, trade partner machine repairs, customer promotional claims
- Analysing complaints register for major promotional campaigns
- Exporting and importing machine repair job cards to and from repair centres
- Preparing claims to machine partners for in-warranty machine changeover requests
- Manually intervening and processing online orders stuck due to errors
- Creating proforma invoices upon request
- Sending bulk communications to customers - order delays, order cancellations, unrepairable machine repairs
- Communicating with external stakeholders to ensure service SLAs are achieved

Oct 2021 - Jan 2023

Nespresso – CRC Coffee Specialist

- Addressing each customer's needs on Live Chat, Calleo and Phone to offer a remedy and first contact resolution
- Channelling feedback and trends through appropriate avenues for process improvements
- Liaising with businesses in the Bulk Recycling Program to optimise the recycling process
- Assisting with ad hoc duties e.g. finance queries, customer incidents

Mar 2017 – Oct 2021

Nespresso – Boutique Coffee Specialist

- Prominent customer-oriented approach to build customer rapport
- Exceptional use of product knowledge and storytelling to tailor each customer's experience
- Upselling and cross-selling to achieve KPIs
- Partaking in visual merchandise setup and changeovers
- Responsible for marking and unpacking stock
- Assisting in End of Day data entry

Sept 2016 – May 2017 **Pandora – Sales Assistant**

- Proactively conversing with customers to understand their needs
- Recommending appropriate products for customers
- Storytelling to enhance customer service
- Upselling to achieve sales target
- Responding to customer enquires in-store and over the phone

Education

2024 -

Coder Academy

- Diploma in Web Development

Skills

Attention to detail

Can work autonomously and in teams

Effective time management

Positive attitude towards challenges

High stress resilience

Quick learner

References

(Contacts available upon request)