

**Name:** Intisar Mohamed    **Telephone:** 07708454285

**Email:** Intisarm48@gmail.com

### **Profile:**

An organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer service. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team working skills able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritise, and able to organise, and effectively work in teams. Seeking a new, challenging role which will utilise existing skills.

### **Experience**

#### **Teleperformance- Customer Service Advisor (Current)**

- Handling customer queries using professional and friendly telephone manner
- Working as part of a team to achieve monthly sales quota

#### **Sitel- Test and trace Admin (07/2021-09/2021)**

- Building rapport with customers
- Answering queries regarding self-isolation
- Demonstrating a high level of empathy with a customer's personal situation

#### **Sensee- Test and Trace Admin (10/2020 – 07/2021)**

- Providing confidential administrative and call handling service to support the NHS Test and Trace Service.
- Contacting, tracing and telephone management of a complex caseload.
- Interrogating information systems and contact patients who have been tested for Covid-19 to communicate results.
- Managing workload independently providing advice to contacts where appropriate within Public health and Government guidance and keeping accurate clinical records

#### ***Sigma*- Customer Service Advisor (04/2019 -03/2020)**

- Maintaining a positive, empathetic and professional attitude towards customers
- Dealing with customers complaints

- Ensuring that customers are satisfied with products and service
- Communicating with colleagues effectively to solve customers' concerns and provide the best service

**Get Grants-** *Customer service advisor* (01/2018 – 03/2019)

- *Answer incoming calls and respond to customer emails*
- *Identifying and resolving customer complaints*
- *To document all call information according to the organisations policies and values*

**Tesco-** *Retail Assistant* (10/ 2019 - 01/2020)

- Dealing with customers queries and complaints.
- Handling payments
- Displaying products on the shop floor
- Organising and overseeing deliveries
- *all call information according to the organisations policies and values*

**H&M-** *Sales assistant* (06/2017 – 10/2017)

- Handling customer complaints or referring them to management
- Arranging window displays
- Advising and serving customers
- Providing customers with information regarding product availability and pricing
- To deliver specific teaching activities to students on a one-to-one basis

### **Education:**

**Undergraduate Degree** (2017-2020)

*Bachelor of Arts Work and Family Studies*

**A Level** (2015-2017)

Health and Social Care- Distinction\*, Distinction\*, Distinction

Psychology- B

Sociology-B

**GCSE    2010- 2015**

8 GCSE's A\*-C (Including Maths and English)

**Skills**

**Languages:**

English-Fluent | Somali- Fluent

***Customer service skills:***

My previous roles as a customer service assistant, improved my interpersonal skills and the ability to be patient, maintain a positive attitude and language. As well as having great listening skills to provide the best product for customers specific needs.

***Compassion and Empathy skills:*** My experience working with children and young people in schools and in youth centres, has developed my empathy and compassion skills, by dealing with various emotional issues revolving around safety and abuse, in an appropriate manner.

***Leadership and communication:*** My role as a head student ambassador for my degree has given me strong leadership skills to lead a team of 10 ambassadors. I have also developed great levels of communication, problem solving and negotiation to lead a team effectively.

**Reference:** Available on request