

# KAROLYNE GOMES

## SUMMARY

Ambitious and hardworking person searching for new experiences and opportunities.  
Committed to ensuring each customer receives outstanding service by providing friendly and helpful support.

## EXPERIENCE

**Production Specialist, 09/2021 - Current**  
**Swappie - Helsinki, Helsinki**

- Diagnosed and repaired technical issues according to Apple standards.
- Installed, set up and repaired devices and replaced components.
- Fulfilled orders quickly to accomplish challenging daily objectives.
- Selected products and items for customer orders.
- Accepted, processed and filled orders quickly and accurately.

**Customer Service Specialist Head Cashier, 09/2019 - 08/2021**  
**Worten - MediaMarkt Iberia - Marbella, Spain**

- Maintained customer satisfaction with quick and professional handling of incidents.
- Monitored self-checkout systems and provided assistance or intervention where required.
- Handled daily credit and cash transactions for customers with accuracy and speed.
- Operated cash register to record all transactions accurately and efficiently.
- Performed cash, card and check transactions to complete customer purchases.
- Counted tills at beginning of shift with start money and balanced and reconciled register, reflecting financial discrepancies, refunds and account deferrals.

**Sales Attendant, 09/2018 - 09/2019**  
**Sprinter - Marbella, Spain**

- Answered customer questions offering personalized attention.
- Maintained organized, presentable merchandise to drive continuous sales.
- Intermediated with customers and recommended specific products and special requirements and specifications.
- Coordinated shipping requests for expedited delivery and documented accurately to achieve correct billing.

## EDUCATION AND TRAINING

**Bachelor's in Criminology, 06/2021**  
**University of Málaga - Spain**

**Law And Finance Course, 09/2019**  
**University of Granada - Spain**

## ACCOMPLISHMENTS

- Work with and oversee a team of 7 staff members at the age of 22.

## LANGUAGES

**Portuguese, Spanish:** First Language

**English:** C1  
Advanced



## CONTACT

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## SKILLS

- Cash drawer management
- Customer assistance
- Claims handling
- Multitasking skills
- Excellent teamwork
- Flexible & Adaptable
- Back office
- Phone repair
- Fulfillment
- Packing