



# ANA BIANCA LEONTE

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## EXPERIENCE

**CUSTOMER SERVICE ASSISTANT**, 01/2007 - 05/2016  
*London Underground*, London, Greater London

- Provided positive customer experiences and enhanced brand reputation through attentive, helpful service.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Built rapport with customers through courteous and professional communications.
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.

## SKILLS

- Complaint management
- Visual merchandising

## SUMMARY

Positive customer service professional with strong history of surpassing customer expectations. Skilled at navigating stressful situations with calm, collected and professional attitude. Decisive communicator demonstrating superb active listening skills to resolve issues. Friendly customer service professional with 9 years of success in resolving customer concerns and enquiries. Skilled at accurately building rapport in person and over the phone. Supportive team player, well-versed in providing helpful answers on multiple platforms to retain clients.

## EDUCATION

*University Of Bucharest*, Bucharest, 2006  
**GCSEs: Languages**

- Dissertation in Romanian

## LANGUAGES

**English, Romanian, Georgian:** First Language

<b>Romanian:</b>	C2	<b>English:</b>	B2
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Proficient		Upper Intermediate	
<b>Georgian:</b>	B1		
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Intermediate			