



# Lucy Shepherd

## Profile

Friendly and bubbly professional with 15+ years of experience in customer service. Proficient with computers and fast to learn new software and systems. Thrive working in a collaborative team environment or independently. Recent experience includes relationship building with partners and suppliers, technical troubleshooting, creating new website listings for products, managing a large amount of emails and phone calls, and adapting to last minute changes in a fast-paced environment.

## Employment History

### Product Coordinator/Reservations Agent at ClubConnect

June 2022- Present

Product Coordinator Duties:

- Supplier onboarding
- Commission negotiation
- Supplier communication
- Product listing updates and creation
- API mapping (Using company software)
- Troubleshooting and issue resolution
- Inventory management
- Data tracking (Excel/Spreadsheets)
- MS Office Suite proficiency
- Software utilisation
- Relationship building
- Quickly adapting to last-minute changes

Reservations Agent Duties:

- Inbound and outbound calls
- Email correspondence
- Supplier communication (Bookings, Confirmations, Cancellations)
- Refunds processing
- Fraud management and investigation
- Payment processing
- Customer service
- Fast typing (100+ WPM)
- Complaint handling

### Cover Review Consultant at Bupa, Melbourne Team (working from home)

Aug 2021- January 2022

- Customer service
- Product knowledge
- Learning and utilising multiple programs to assist customers

## Details

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## Skills

Customer Service

Communication

Problem Solving

Relationship Building

Technical Proficiency

- Complaint handling
- Completing legal compliance on every interaction
- Explaining health insurance to people from all backgrounds
- Meeting and exceeding KPI's
- Accurately documenting customer interactions
- Creating and sharing cheat-sheets with my team on different subjects

### **Outbound Telemarketing at Australian Star Services, Gold Coast**

April 2021- Aug 2021

- Cold calling
- Building rapport
- Objection handling
- Lead generating
- Reaching and exceeding KPI's
- Data entry

### **Brand Ambassador at Samsung, Gold Coast**

May 2014 — April 2017

- Customer service
- Building rapport with customers and sales staff
- Demonstrating and describing functions of big ticket home appliances including luxury fridges and washing machines
- Closing sales and exceeding KPIs
- Training staff on new products and ensuring up-to-date knowledge
- Basic merchandising / Dressing end caps

### **Team member at Woolworths, Perth & Port Hedland**

May 2010 — October 2012

- Customer service
- Cash handling and EFTPOS
- Building and maintaining displays
- Stock rotation and control
- Ticketing
- Working across different departments as needed
- Cash office duties including payroll, cash handling, end of day till balancing

### **Cashier and Customer Service at Domayne, Perth**

May 2011 — August 2011

### **Bakery manager at Woolworths, Perth**

August 2008 — February 2010

## **Education**

April 2004

### **Year 12, Southern Cross Homeschool Academy**

February 2011

### **Certificate III in Fitness, Central Institute of Technology**