



Encontrado en búsqueda



ANNABEL SMITH
Customer Service Manager en Superpedestrian

CV actualizado el 09/01/2024

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Edad: 30 años (24/08/1994)	Dirección: 28049, Madrid Capital, Madrid
Nacionalidad: Reino Unido	Carnet de conducir: B
Vehículo propio: Sí	Autónomo: No
Género: Mujer	

Experiencias

Abril 2023 - Actualmente (1 año y 9 meses)

Customer Service Manager
Superpedestrian |

- ? Building strong teams while influencing metrics, procedures, and processes
- ? Working directly with our service provider partners to meet or exceed defined KPIs, specifically around response time and customer satisfaction
- ? Identifying opportunities to increase efficiency and effectiveness, and reduce costs
- ? Being the voice of the customer for Superpedestrian's riders and the local community
- ? Actively participating in business reviews providing actionable feedback on product and customer experience improvements
- ? Implementing and documenting new guidelines and best practices across the CS team in partnership with management
- ? Evaluating staffing plans and scheduling to ensure expected volume will be handled within SLA targets in a multi-channel customer care environment

Nivel	Dirección / gerencia
Personas a cargo	11 - 20
Categoría y subcategoría	Atención a clientes: Atención al cliente

Mayo 2022 - Marzo 2023 (10 meses)

Customer Service Team Leader

Superpedestrian |

- ? Supporting the development and ongoing implementation of the customer service training, knowledge base, and quality programs
- ? Executing a structured program and methodology for conducting data and process analysis
- ? Working closely with business stakeholders and SMEs to perform needs analysis, design and development of training curriculum and supporting resources
- ? Providing onboarding and performance improvement training to CSAs and third party customer service organisations
- ? Providing needs analysis and makes recommendation for enhancements and development of training materials and job aides
- ? Improvement and maintenance of knowledge base systems and databases ensuring all SOPs are documented and accessible
- ? Documenting process, best practice, and standard operating procedures and identify opportunities to improve efficiency and customer experience
- ? Proposing and implementing metrics, reports, tools and other resources to quantify and analyse results using root cause and process flow analysis
- ? Preparing and analysing internal and external quality and performance reports
- ? Monitoring, evaluating, and coaching on the quality and performance to established standards

Nivel	Mando intermedio
A quién reporta	reportando a Mando intermedio
Personas a cargo	1 - 5
Categoría y subcategoría	Atención a clientes: Atención al cliente

Noviembre 2021 - Abril 2022 (5 meses)

Customer Service Associate

Superpedestrian |

- ? Providing customers with accurate and complete information using multiple systems and customer relations tools
- ? Responding directly and independently to customer service inquiries through multiple channels and recommending escalation of cases if needed
- ? Implementing original resolutions and creating new service protocols
- ? Effectively prioritising and applying time management skills while responding to a diverse range of customer inquiries
- ? Working closely with technical team members to provide comprehensive support across all of our products
- ? Assisting in the creation of outgoing customer communications and participating in case review sessions
- ? Providing in-depth and personalised product demonstrations as needed

Nivel	Empleado/a
Categoría y subcategoría	Atención a clientes: Atención al cliente

Febrero 2021 - Noviembre 2021 (9 meses)

Project Manager

IDISC TECHNOLOGIES | Traducción

- ? Evaluating and analysing source documents to decide upon approaches, budgets and deadlines
- ? Overseeing day-to-day translation projects, serving as primary contact between suppliers, linguists and end clients with the ultimate goal of ensuring customer satisfaction

- ? Coordinating and managing delivery of multiple translation projects to clients
- ? Accountable for project status, client relationships, and ensuring quality and service always meet expectations
- ? Identifying new strategies, approaches or workflows with clients for continued improvement.
- ? Account management
- ? Sourcing and management of linguists
- ? Quality assurance checking of translation

Nivel Empleado/a

Categoría y subcategoría Otros: Sin especificar

Mayo 2019 - Marzo 2020 (10 meses)

Material Planner

Iveco | Automoción

- ? Ensuring adequate, steady material supply without over-ordering or wasting resources.
- ? Scheduling customer deliveries and urgent shipments
- ? Building relationships quickly and effectively by processing customer enquiries and complaints
- ? Liaising with suppliers and distributors in their native language
- ? Providing great customer service to build up a good rapport with suppliers

Nivel Empleado/a

Categoría y subcategoría Compras, logística y almacén: Distribución y logística

Julio 2016 - Septiembre 2017 (1 año y 2 meses)

EXPORT CUSTOMER SERVICES ADVISOR

ORIGINAL STYLE | Fabric. pdtos limpieza, cosmetica y perfumes

- ? Managing several accounts across territories around the world by email and telephone
- ? Maintaining and developing strong relationships with dealers by providing customers with detailed information regarding services, products, and technical information in the client's native language
- ? Responding quickly to customer queries and handling customer complaints politely and efficiently
- ? Working efficiently in a high stress environment
- ? Credit control returns and general administrative duties
- ? Calculating customer quotes for potential projects
- ? Familiar with Export documentation and excellent communication with our haulage companies

Nivel Empleado/a

Categoría y subcategoría Compras, logística y almacén: Distribución y logística

Estudios

Estudios reglados

MÁSTER

Octubre 2020 - Agosto 2021 (10 meses)

MA IN TRANSLATION STUDIES

UNIVERSITY OF EXETER

POSTGRADO

Septiembre 2012 - Junio 2016 (3 años y 9 meses)

BA HONS IN FRENCH AND GERMAN WITH ITALIAN

UNIVERSITY OF EXETER

Perfiles sociales

Web

www.linkedin.com/in/annabellouisesmith/

Idiomas

Italiano	Intermedio
Alemán	Avanzado
Portugués	Intermedio
Francés	Intermedio
Inglés	Nativo
Español	Avanzado

Situación laboral

¿Está buscando trabajo?	Estoy trabajando
Situación laboral	Busco activamente
Disponibilidad para cambiar de residencia	Depende de las condiciones
Disponibilidad para viajar	Buena

Preferencias laborales

Puesto deseado	Team manager
Contrato	Indefinido
Jornada	Completa
Salario	Mínimo aceptado 50.000 € Bruto/año