



Madrid, Spain

Professional Summary

Detailed Customer Service Assistant known for having great organizational skills. Gifted at working with all types of customers. Looking for a new role where hard work and dedication will be highly valued.

Experience

MacNally Opticians - Senior Customer Service Assistant 06/2021 - 12/2022
Dublin, Ireland

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Successfully answered 60+ calls and 50+ emails daily, providing frontline customer support and assistance with product and service transactions.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Educated customers on special pricing opportunities and company offerings.

Specsavers - Senior Customer Assistant | Store Supervisor 03/2013 - 06/2021
Dublin, Ireland

- Developed key customer relationships to increase sales.
- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Refined customized sales techniques to successfully sell and upsell services to new and existing clients.
- Tracked and analyzed weekly sales reports, implemented corrective action plans and streamlined sales operations.
- Enabled consistent sales by empowering front-line staff with tools to successfully promote products.

Accomplishments

- Recognized as Employee of the year in 2017 for outstanding sales performance and team contributions.
- Maintained 99% accurate product knowledge in a high-volume retail store.
- Completed a 3 year part time degree whilst working.

Key Skills

- Building Customer Trust and Loyalty
- Verbal and Written Communication
- Multitasking and Prioritization
- Attention to Detail
- Problem-Solving
- Team Member Motivation
- Efficient and Detail-Oriented
- Persuasive Speaking Skills

Education and Training

01/2020
Anglia Ruskin University
Cambridge
FDSC: Ophthalmic Dispensing

06/2016
The Institute of Leadership & Management
Level 2 & 3

01/2011
University College Dublin
Dublin
Bachelor of Science: Zoology

Languages

English: First Language

Spanish: A2
Elementary