

# Saida Abdo

Western suburbs,  
Melbourne.  
**0405674072**  
**saidahassen1@gmail.com**

## SUMMARY

Customer service specialist with expertise in both call centres and food stores seeking to transfer adapted skills to a retail setting.

Successful relationship builder who excels at listening to client requirements, expressing product benefits, and developing solutions that add value to the customer's experience.

Highly professional—trustworthy, dependable, and capable of performing tasks with little supervision.

## EXPERIENCE

### **KFC, Footscray — Team member/Shift supervisor (training)**

August 2017- October 2021

- Assisted in opening and closing the store
- Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals with developing skills
- Built relationships with customers and managed accounts to drive revenue and profit
- Efficiently working to meet desired KPI's set by managers

### **SRG — Customer care consultant**

November 2021- January 2022

- Entered and updated customer data and modify account information
- Listened to complaints, feedback and requests for future development
- Guided and processed customer orders during high-volume periods
- Answered clients' questions and presented product value propositions to promote purchases

## SKILLS

Product knowledge  
Verbal communication  
Brand representation  
Task prioritisation  
Product upselling  
Customer service

## AWARDS

Employee of the month (KFC)

## LANGUAGES

English (native) and Arabic (intermediate)

## EDUCATION

### **Deakin university — Health science**

Currently enrolled.

### **Code Academy— Web development**

Decided to launch my tech career through the Code academy institution in hopes of graduating with a diploma.