

# Nadia Boutarfa

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## PROFESSIONAL SUMMARY

High performing and process-oriented individual looking for a career change. With over 10+ years of experience in various customer service roles from dealing with customers directly and back office operations. Quick to learn new systems and integrate well as part of a team. Committed to working in a fast paced environment, dedicated to delivering customer/client expectations efficiently.

## WORK HISTORY

**DS Smith.** Burscough, Lancashire

*Account Co-Ordinator | 04/2024 - Current*

- Processing customer orders within agreed timeframes
- Coordinating artwork preparation with external suppliers
- Gaining prompt approval to meet production timelines
- Recovering origination spend through proactive customer invoicing
- Analysing customer forecasts and forward planning stock replenishment orders
- Proactively reducing made to order stock residing in the warehouse through daily review and customer liaison
- Placing purchase orders for non-manufactured products within the DS Smith network
- Acknowledging customer complaints and reporting dissatisfaction/failures
- Discussing solutions with customers and following through those actions
- Building strong relations with the Territory Manager by sharing internal and external information
- Building strong relations with customers, gaining insight to their business, keeping them informed order status and answering queries

## SKILLS

- Strong customer service orientation
- Adaptive team player
- Bilingual
- Payment processing
- Issue investigation
- Problem-solving
- Organised and efficient

## EDUCATION

**University of Central Lancashire**

Preston, LAN

09/2010 - 07/2013

**Bachelor of Arts:**

Interior Design - Merit

**King George V College**

Southport, Sefton

09/2007 - 07/2009

**A-Levels:** Fine Art,

Textiles, General Art

and Design - Distinction

**Burscough Priory Academy**

Ormskirk, LAN

09/2002 - 06/2007

**GCSEs:** English, Maths, Science, Business

- Working with the team and other internal colleagues to improve team and cross-departmental relations

**Co-Operative bank.** Skelmersdale, Lancashire  
*Payment Operations | 12/2023 - 01/2024*

- Processed payments in POS systems, maintaining efficient service operations.
- Managed payment processing operations.
- Identified and resolved administrative errors, recommending preventative action to improve data quality.
- Met departmental training requirements to consistently improve standard of work.
- Investigating queries for missing payments

**Co-Operative Bank.** Skelmersdale, Lancashire  
*Customer services advisor | 06/2022 - 01/2023*

- Offered detailed advice on product and service benefits.
- De-escalated objections and disputes professionally to maintain customer satisfaction.
- Recorded and processed customer data accurately.
- Offered prompt solutions to maintain customer satisfaction.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with varying questions using product knowledge and service expertise.
- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Consistently achieved service rating targets, managing customer enquiries with personalised care and attention.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Processed high-value payments with meticulous accuracy.
- Adhered strictly to policies and procedures for continued company compliance.
- Employed active listening and product expertise to successfully resolve inbound queries.
- Handled phone, email and social media enquiries with consistent customer service across multiple channels.

Studies

*LANGUAGES*

English

Native

Arabic

Fluent

**NS&I. Preston, Lancashire**

*Customer service representative | 12/2020 - 04/2022*

- Answered customer telephone calls promptly and improved on-hold wait times.
- Assisted customers with varying questions using product knowledge and service expertise.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Processed inbound customer calls, providing information on service or product upgrades
- Employed active listening and product expertise to successfully resolve inbound queries.
- Processed high-value payments with meticulous accuracy.

**Time For Me. Standish, Wigan**

*Senior beauty therapist | 10/2018 - 10/2020*

- Confidently provided high quality service.
- Reported on wastage and usage when managing stock to reduce wasted stock and reduce inventory costs.
- Encouraged team to maximise sales of treatments, products, courses and upgrades through upselling techniques.
- Led team by example to promote company, treatments and products to customers with professionalism.
- Maintained welcoming atmosphere to new and existing customers whilst upholding and enforcing stringent Covid security measures as appropriate.
- Upheld exceptional hygiene levels, maintaining spotlessly clean salon environments for optimised customer comfort.
- Built and nurtured loyal customer relationships, promoting referrals to increase salon customer bases.
- Tracked emerging beauty trends to expand services and product offerings.

**Saga Cruises**

*Senior spa therapist | 12/2016 - 08/2018*

- Consistently exceeded customer expectations by providing individualised ideas for wellness and beauty maintenance.
- Maintained exceptional client care standards through considerate communication and attention to detail throughout treatments.
- Maintained accurate treatment records, monitoring client progress and adjusting treatment methods to achieve

desired result.

- Researched market trends and developed new service offerings to incorporate cruise destinations.
- Maintained a booked-to-capacity schedule by maximising treatment opportunities, ensuring beauty bookings were made in the most effective and productive manner.
- Ensured memorable client experiences by delivering a warm welcome, exceptional treatment process and outstanding post-treatment care.
- Monitored inventory of spa supplies, promptly reordering low-stock items to maintain smooth delivery of services.

**Kent Reliance Building Society.** Preston, Lancashire

*Customer services advisor | 05/2015 - 05/2016*

- Answered high-volume inbound calls, handling enquiries and transferring customers to designated departments.
- Provided outstanding customer service.
- Maintained high feedback ratings through enhanced customer service.
- Finalised payments efficiently to minimise customer service delays.

**Euro Garages.** Burscough, Lancashire

*Retail assistant manager | 09/2012 - 01/2015*

- Analysed sales figures, identifying areas to improve and implementing remedial action.
- Employed exceptional visual merchandising skills to create eye-catching, inviting storefronts and interiors.
- Conducted staff appraisals and promoted ongoing professional development.
- Improved staff satisfaction and performance by introducing rewards schemes.
- Inspired team to represent brand with enthusiasm by maintaining high standards.
- Performed various store operations including opening and closing procedures, product display management and budget control.
- Reconciled till balances and cash takings at end of shifts, avoiding errors through meticulous attention to detail.
- Ran promotions and events in line with company standards.
- Maintained advanced knowledge on store products to provide customers with accurate information, facilitating informed purchase decisions.