



# MICHELLE NSEMBA

## CONTACT DETAILS

+44 7393 851866

missmichelle611@gmail.com

Blackburn BB1 9PJ

[https://www.linkedin.com/in/michelle-nseomba-b774b52b6/?utm\\_source=share&utm\\_campaign=share\\_via&utm\\_content=profile&utm\\_medium=ios\\_app](https://www.linkedin.com/in/michelle-nseomba-b774b52b6/?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=ios_app)

Provisional

## SKILLS

- Personal Care
- Customer Service
- Caregiving
- Microsoft Office
- Commercial cleaning
- Communication skills
- Experience with children
- Barista service
- Experience on tills
- Admin
- Negotiation
- Active listening
- Goal setting

## PERSONAL STATEMENT

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A resilient and resourceful former third-year LLB (Hons) Law with Criminology student, with two years of volunteering experience working with young people aged 8-16. I have also pursued an MSc in Forensic Mental Health with a Commendation. An inquisitive individual who has also taken on the challenge of learning French, achieving an equivalent to an A at GCSE. My passion for helping others is evident through my active participation in student councils and a program aimed at better integrating classmates with particular difficulties into student life, encouraging their confidence and inclusion.

Reliable worker with excellent communication, time management, and computer skills. A driven and detail-oriented individual with a desire to use analytical and problem-solving skills to meet goals.

Seeking to utilise excellent communication, interpersonal, and organisational skills to complete tasks. Reliable with a good work ethic and the ability to quickly adapt to new tasks and environments.

## WORK HISTORY

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May 2024 - current

### **General Enquiries Advisor**

Sofology, Golborne, Lancashire

- As a General Enquiries Advisor at Sofology, I responded to customer queries across various channels, including telephone, email and webchat, providing prompt and efficient resolutions while aiming for first-contact resolution.
- I maintained accurate and detailed records of customer interactions, collaborated with other departments to resolve concerns, and stayed updated on product knowledge to offer informed advice and support.
- Ensuring compliance with regulatory processes and procedures, I processed and responded to emails and general correspondence professionally, taking full ownership of customer accounts throughout their journey.
- I adhered to Service Level Agreements and Key Performance Indicators, promoted positive customer experiences, and developed proficiency in several softwares to complete assignments efficiently.
- I communicated clearly with teams about current work, issues, and needs, stayed calm during difficult situations, delivered work to precise specifications, and followed senior team members to learn both basic and advanced job skills.
- I answered calls promptly, collaborated in a team setting, assisted team members to meet targets, and built strong, trusting relationships by reliably handling requests.
- Additionally, I assessed customer needs to suggest relevant products or services, dealt professionally with complaints to implement successful

- Research
- Product knowledge
- Regulatory compliance
- Persuasion techniques
- Risk assessment
- Critical thinking
- Client relationship management
- Relationship building
- Written communication
- Client engagement
- Problem-solving
- Emotional intelligence
- Time management
- Conflict resolution

resolutions, and attended quickly to emergencies, ensuring customer satisfaction at every stage.

October 2021 - July 2022

### **Membercare Assistant**

Virgin Active, Nottingham

- As a membercare assistant, I was tasked with ensuring that the gym was up to standard for the guests, and that I represented the company well by being attentive to the gym members' needs and queries
- I also valued helping other colleagues in other teams as I wanted to work alongside them to build a strong team with the same goal
- I cleaned the locker rooms and the showers, and constantly got feedback from the gym members about how well I did, to the point where my managers would make me aware of comments that had been made pertaining to my hard work
- Restocked and organised cleaning supplies.
- Kept customer areas neat, clean and presentable with regular attention.
- Wiped down and sanitised work spaces and frequently touched surfaces.

October 2018 - May 2019

### **Pot Washer**

Mr Wangs Chinese Restaurant, Wigan

- During college, I picked this up as a small job to have to give me a bit of experience
- I simply had to wash the dishes at the restaurant, which meant that I had to deal with high demands and had to work quickly.
- Met high-volume demands with enthusiasm and quality service and support.
- Accomplished tasks with enthusiasm and skills in time management.
- Operated equipment following correct procedures and safe practices.

## EDUCATION

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December 2024

### **MSc in Forensic Mental Health**

The Nottingham Trent University, Nottingham

### **Awards and honours**

- Commendation

July 2023

### **Bachelor's in Law with Criminology**

The Nottingham Trent University, Nottingham

### **Awards and honours**

- 2:1

June 2020

**A-Level or equivalent in English Combined, French and Sociology**

Runshaw College, Preston

June 2018

**GCSE or equivalent**

Shevington High School, Shevington

## CUSTOM SECTION

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Hoping to contribute to charities in third world countries.

## HOBBIES AND INTERESTS

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I have a deep passion for poetry and creative writing, using language as a tool to express emotions, capture moments, and tell compelling stories. Writing allows me to explore my creativity and articulate thoughts in unique and meaningful ways. Reading is another key interest, providing me with endless opportunities to discover new ideas, perspectives, and cultures, while also enhancing my knowledge and imagination. Additionally, I have a strong interest in modelling, which has helped me build confidence, develop a strong work ethic, and collaborate effectively in fast-paced, creative environments. Modelling also allows me to express myself through fashion and artistry, blending creativity with professionalism. Together, these hobbies reflect my creativity, attention to detail, and commitment to personal growth and self-expression.