

# Soukayna Alala

## Customer Service Assistant

☎ 07496 322 120 ✉ soukayna.alala45@gmail.com 📍 Barkingside, London



## Profile

**Customer Service Assistant** based in London seeking new role. Enthusiastic and dependable individual with a strong desire to excel in customer service and retail roles. Quick to learn new skills, adaptable to different environments, and committed to providing a positive experience for customers. Eager to contribute to a team and grow professionally.

## Skills

- Strong customer service and interpersonal skills
- Proficient in cash handling and operating POS systems
- Excellent time management and multitasking abilities
- Skilled in resolving customer complaints and inquiries
- Maintaining cleanliness and organization in the store
- Team-oriented with the ability to work independently when needed
- Knowledgeable in inventory management and restocking
- Fluent in Arabic, English, Dutch, and intermediate French

## Courses



**Customer Service Training Course By Richard McMunn:**The definition of great customer service. The importance of Excellent Customer service. Things to “NEVER SAY” to customers. Power things to say to customers. How to deal with customer complaints L.A.S.T(Listen, Apologise, solve, thank)...

**MASTER BUSINESS English COMMUNICATION Skills by Aherne:**Understanding an Angry Customer. Handling Complaints and Calming the Situation. Dealing Politely with Rude Customers. Explaining Bad News to Customers...

## Languages

🇸🇦 Arabic (Native), 🇬🇧 English (Fluent), 🇳🇱 Dutch (Advanced), 🇫🇷 French (Intermediate)

## Education

	<b>Redbridge Institute Of Adult Education</b> ESOL entry Level 3 - Reading and Writing ESOL Level 1 - Speaking and Listening ESOL Level 1 - Reading and Writing	📅 Sep 2022 - June 2025
	<b>Tariq Iban Ziyad Secondary School (Morocco)</b> I.T, Science, Maths, Physics, English, French, Arabic, History, Philosophy	📅 Sep 2011 - June 2016

## Interests

Team Collaboration, Helping Others, learning new technologies, learning new languages, reading books, engraving.