

Andrea Baran

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SEEKING: CUSTOMER SERVICE ROLE

PROFESSIONAL PROFILE

Adaptable, hardworking individual with eight years' commercial experience gained across a variety of roles including service, marketing, management and administrative. Well defined communication and interpersonal skills having worked both in the UK and abroad in a variety of customer facing roles with a demonstrable ability of communicating effectively with people from different cultures and backgrounds.

- ✓ Possesses good business acumen and multi-tasking capabilities with an insatiable appetite for learning new skills and developing oneself.
 - ✓ Thrives in working in challenging, fast-paced environments that reward hard work and determination.
 - ✓ Recognised by peers, managers and customers as flexible, friendly and responsible with a passion for delivering exemplary customer service.
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KEY SKILLS

COMMUNICATION

- Strong communication skills with a proven ability to delegate tasks and inspire colleagues to deliver exacting requirements.
- Extensive experience communicating and building relationships with a diverse range of people having worked at a multinational organisation.
- Adept with dealing with difficult customers and handling complaints, including VIPs.

ORGANISATION

- Produces radio and television content for advertisements and works closely with the marketing department to produce flyers for promotional materials.
- Nominated to manage and oversee a new bar area each fortnight on Cruise Liner from ascertaining required stock levels through to effective resource allocation.
- Selected the product range for a chain of three superstores stores and for three new store openings including providing all staff training.

EVENT PLANNING/CONTENT MANAGEMENT

- Successfully co-ordinated and planned several functions and themed events for up to 350 guests from arranging entertainment and menu selection through to sending out VIP invites. Achieved consistently high attendance levels which helped raise the company profile.
- Organised monthly lottery evening at ABD Casino's from preparation of flyers and advertisements through to provision of content for company website and hosting the event.

RELATIONSHIP BUILDING

- Easily engages with people of all background and cultures with a proven ability to forge strong relationships with customers, management and colleagues.
- Builds solid relationships with suppliers and business partners through regular contact and business functions.

NEGOTIATION/INFLUENCING

- Accustomed to negotiating with suppliers and business partners to achieve the best possible prices/contracts.
- Nominated to lead negotiations for ABD Casino lottery to secure best prices for prizes including substantial prizes like cars.

CUSTOMER FOCUS

- Regularly commended by management and customers for going the extra mile, being friendly, helpful and compassionate.
- Devises and delivers customer service training to team members to ensure consistent delivery of first-class service levels.
- Point of contact for VIPs at special events; provides top notch service to ensure their specific requirements are met/exceeded.

CAREER HIGHLIGHTS/PROMOTIONS

- Joined ABD Casino as a Social Host and was promoted to an Events Manager 12-months later.
- Appointed as a PA to the General Manager at CDJ responsible for general administrative duties and diary management. Was offered Product Manager role managing household appliances after 12 months.
- Doubled household appliance sales a CDJ within a six-month period; persuaded management to allocate more space to household appliances thereby increasing the range and providing customers with a broader choice.

CAREER SUMMARY

Entertainment International: Central London Croupier	2007–Date
Johnsons Casinos Ltd: Southampton Croupier	2006–2007
ABD Casinos: Czech Republic Events Manager/Social Host	2004–2005
ABC Cruise Lines: Florida, USA Bartender	2001–2003
CDJ: Slovakia Product manager/PA	1999–2001

EDUCATION

Business and Management Course: University of Southampton 2007

HR Management (passed)

Four 'A' level equivalents at a Grammar School in Slovakia

ADDITIONAL DETAILS

Languages: Fluent in Slovak, Czech and English; good understanding of German

Computer Skills: Experienced with Microsoft Office – Word, Excel, PowerPoint and Outlook; the Internet

Interests: Enjoy sports, travel, books and dogs