

CANDICE STOCKS

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SEEKING: Customer Services Assistant

- ✓ Hard-working, highly adaptable individual with an insatiable appetite for learning new skills. Possesses a strong work ethic as demonstrated during part-time work whilst at school and college, and takes pleasure in working with and helping people.
- ✓ Customer focused with well-defined communication skills having worked with customers both face to face and over the phone. Remains calm in demanding situations with an innate ability to solve problems independently without management intervention.
- ✓ Well-organised with a proven ability to plan, schedule and co-ordinate workload with excellent time keeping and multi-tasking skills.

EDUCATION

Diploma in History and Politics, Northumbria Polytechnic University, Year 1, 2019

Four 'A' Levels: Biddernam Upper School, 2018

Business Studies (B), English (B), Geography (C), History (A)

10 GCSEs, Biddernam Upper School, 2016

WORK HISTORY

Waitrose: Richmond

May 2018 – Present

Customer Service Assistant

Recruited to provide a quality service to customers and effectively resolve customer complaints and queries both face to face and over the phone.

- ✓ Commended by management and staff for consistently meeting or exceeding customer expectations; provides high levels of customer service and has a natural ability for managing difficult customers.
- ✓ Selected to undertake Receptionist role when required, directing customer calls to the relevant departments.
- ✓ Maintains the in-house computer system; logs complaints, diarises reminders and places customer orders.
- ✓ Nominated to manage and complete the safe and legal logbooks for the branch.
- ✓ Gained experience handling large volumes of cash through operating tills and working in the garage.
- ✓ Achieved 100% attendance record.
- ✓ Honed both team working and communication skills.

Hilton Hotel: Cambridge

Aug 2016 – May 2018

Chambermaid

Hired on a part-time basis to clean bedrooms and bathrooms, ensuring rooms were kept to a high standard.

- ✓ Consistently met targets; ensured rooms were cleaned to a high standard and ready for new guests by a specified time.
- ✓ Gained team working skills and the ability to work on own initiative

ADDITIONAL INFORMATION

Computer Skills: Proficient with Microsoft Word, Outlook and the Internet.

Languages: Basic understanding of French

Interests: Takes part in local and company fun runs. Socialising, shopping and travel.