Alicia Samuels

# Customer Service Assistant

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# Profile

* I am an experienced Customer Service Assistant in the travel industry with a can-do mind-set, open to new challenges and with a strong drive to create results.
* Over the past 6+ years, I have proven myself a flexible team player with excellent communication skills, a friendly and approachable attitude and the confidence to deal with typical situations that arise in a customer service environment.
* I can work effectively in a busy environment and have demonstrated that I can think on my feet and maintain professionalism under pressure. <https://www.cvtemplatemaster.com>
* I have strong numerical skills, accurate and fast data entry skills, and excellent attention to detail.

# key skills & experience

6+ years travel industry experience **|**  Fast accurate data entry

Supervisory experience **|** Competent processing payments

Customer service face-to-face, email, phone & live chat

Trained & experienced in MS Office Word, Excel and Powerpoint

Competent with CRM software **|**  Asana project management

Trained in equality and diversity

# Work history

## Customer Service Assistant

### Forward Travel, Derby **|** March 2017 – date

Working as part of a team of 20 assistants, my role includes helping customers through email, live chat and on the phone. I worked from home 3 days per week and from the office 2 days per week. I also assisted customers face-to-face whilst in the office. Responsibilities included:

* Liaising with our customers and handling customer requests.
* Providing customers with after-sales support.
* Handling and resolving pre and post travel complaints.
* Updating the database.
* Accepting payments from clients over the phone.
* Using our CRM software and Asana to stay connected with the team and work together.
* Supporting the sales and development departments.
* Supervising two office juniors.

### Recent achievements:

* Customers rated interactions with me **97% positive** in 2020.
* Customers rated my complaints resolutions **94% positive** in 2020.
* I was employee of the month **5 times** in 2020.

## Customer Service Assistant

### Excite Travel Co, Derby February 2014 – February 2017

Working at this small travel agency for 25 hours a week alongside six other assistants, we had a strong focus on building customer relationships and retaining existing business. This was done through delivering exceptional personal service (each of us looked after a set of clients). My responsibilities included: <https://www.cvtemplatemaster.com>

* Meeting customers face-to-face, handling inbound customer calls, making call backs, taking live chat enquiries, handling emails and dealing with incoming post.
* Adding customer data whilst talking/typing.
* Resolving customer complaints.

### Achievements:

* Retained 100% of my clients during my employment!
* 100% customer satisfaction scores throughout my employment.
* 86% booking rate on new enquiries (team average was 74%).
* Trained and supervised 3 new team members in my last 12 months.

# Qualifications and training

## Level 2 Certificate in Equality and Diversity

### Vision2Learn, 2019 <https://www.cvtemplatemaster.com>

This 9week course included understanding equality and diversity in the workplace (including monitoring and protecting peoples’ rights) together with society and the community.

## Level 2 Certificate in IT user skills (Intermediate)

### Vision2Learn, 2017

This 14 week course was based on Microsoft Office including Word, Excel and Powerpoint

## Level 2 Certificate in Customer Service

### Vision2Learn, 2017

This 11 week course included understanding the organisation, preparing to deliver excellent customer service, communication in the customer service role and understanding customers.

## 7 GCSEs including English (B) and Maths (C)

### Redhill Academy

# Hobbies and interests

Outside of work, I am a member of our local drama group and I frequently appear in plays at Bonnington Theatre. In addition to being highly enjoyable, this has developed me into a confident speaker who is highly competent in working with others and taking leadership.

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