Alicia Samuels

# Customer Service Assistant

54, Daybrook Drive, Arnold NG5 8DY **|** 07984 111 222 **|** [ALICIA.SAMUELS@AOL.COM](mailto:ALICIA.SAMUELS@AOL.COM)

# 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.

This CV template is subject to copyright. You may use it for personal use only.Terms of use can be found here:[**https://www.cvtemplatemaster.com/terms/**](https://www.cvtemplatemaster.com/terms/)

The images and fonts used in this file are used under licence and must not be reproduced, except in connection with the use of this CV template for your own personal use.

For questions regarding use of this file, please contact us: [contact@cvtemplatemaster.com](mailto:contact@cvtemplatemaster.com)

[**©CVtemplatemaster.com**](http://www.cvtemplatemaster.com/cv-template/)

**Fonts required:**

Cambria

**Download page:**

[**https://www.cvtemplatemaster.com/cv-template/customer-service-assistant-cv-template/**](https://www.cvtemplatemaster.com/cv-template/customer-service-assistant-cv-template/)