

Sarah Bloom

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Personal profile

I am a friendly and outgoing Customer Service Officer with a passion for retail and business. My studies and my previous work experience have all been in these areas, and I am currently looking to progress my career in a more challenging role. I have excellent communications skills which have enabled me to build strong relationships with customers, colleagues and external suppliers. I have previously managed a number of projects to a successful outcome, and I have the excellent ability to supervise, manage and motivate other team members.

Achievements

- More than two years of relevant work experience
- Project Manager on various occasions at College & University

Education

Sept 2013 – Jun 2016	BA Business Studies	Bournemouth University	
Grade achieved:	2:1		
• Introduction to Organisation, Behaviour & Ethics • Consumer Behaviour & Market Research • Operations Management • Marketing			
Aug 2011 – Aug 2013	A-Levels	Newbury College	
Grade achieved:	Maths: B	English Language: B	Psychology: A

Employment

July 2016 - Present	Customer Service Officer	Elite Retail Ltd.
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Main duties performed:

- Dealing with customers face-to-face, over the phone and via email
- Assisting customers with finding suitable products or services
- Handling payments and processing returns, refunds and exchanges
- Dealing with customer feedback, concerns and complaints
- Dealing with stressful situations and emergencies in a professional manner, and ensuring that customer's concerns are promptly addressed
- Liaising with suppliers and external companies on a regular basis
- Assisting the Store Manager with their day-to-day activities

Guidelines For Writing A Good Cv

Michael Seilmaier



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