

Aiswarya Biju

Receptionist

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Languages

English

Malayalam

About

With a solid background in customer service, I excel in fast-paced retail settings. My roles as a Keyholder and Sales Associate have sharpened my problem-solving skills and fostered strong customer relationships. Skilled in cash handling and dispute resolution, I thrive in dynamic environments, ensuring positive experiences for all customers.

BRANDS WORKED WITH

Hackney

Pipes and Tanks

Experience

● Keyholder

Hackney | Oct 2023 - Feb 2024

- Demonstrated effective communication and customer service skills while dealing in a fast-paced casino environment. Possessed a thorough knowledge of games and regulations, while maintaining a safe working environment. Developed a strong rapport with customers, creating an enjoyable and positive gaming experience.
- Successfully maintained an efficient and accurate cash flow system during high- volume shifts.
- Effectively handled customer disputes, escalating to floor management as needed.

● Sales Associate, Receptionist

Pipes and Tanks | Apr 2023 - Sep 2023

- Demonstrated excellent customer service and problem solving skills while managing the front desk at ABC Company.
- Developed and maintained positive relationships with customers, vendors and colleagues. Processed incoming and outgoing mail, faxes, packages and other deliveries. Scheduled customer appointments and managed customer databases. Answered, screened and routed incoming calls in a professional and timely manner.
- Assisted with basic office tasks such as photocopying, filing and data entry.

Education & Training

2023 - 2024

● Liverpool street

Master of Finance,

2020 - 2023

● India

Bachelors in Commerce, Finance and Taxation,