

Bilal Dilmi

Customer service specialist

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Languages

Spanish

French

Arabic

English

About

With a passion for luxury retail, I excel in personalised customer service and have specialised knowledge of technical outdoor clothing. Proficient in creating loyalty through personal interactions, my skills in inventory management and problem-solving ensure seamless operations in dynamic retail settings.

BRANDS WORKED WITH

SHACLETON

Volotea

Global Light (Remote)

PAUL

Experience

● Retail Associate Specialist

SHACLETON | Oct 2022 - May 2024

Actively promoted and sold expedition programs, demonstrating expertise in destination knowledge and program features. Cultivated strong relationships with customers, fostering trust and loyalty through personalized interactions. Increased brand awareness through effective communication of Shackleton's values and product offerings. Developed a deep understanding of luxury technical outdoor clothing, effectively communicating product benefits and features to customers. Managed daily client calls and inquiries, providing prompt and accurate information to address customer needs and concerns. Executed administrative tasks to ensure smooth operations, including inventory management and order processing.



● Customer service representative

Volotea | Jan 2022 - Sep 2022

- Provided exceptional customer service in three different linguistic channels (Spanish/French/English/Arabic)
- Reduced customer complaints by 15% through the implementation of KPI reporting structures.
- Managed flight tickets and bookings using complex airline software, ensuring smooth coordination between travelers and airport agents maintaining a 60/40 close rate with high-ticket clients.
- Provided ongoing support and training a 15% reduction in customer complaints.

● Business Developer

Global Light (Remote) | Jan 2021 - Jan 2022

- Streamlined import procedures, ensuring compliance with regulations and efficient document management.
- Fostered strong partnerships with international suppliers through effective communication.
- Oversaw the supply chain process, ensuring timely product deliveries.
- Maintained accurate records of sales, contracts, and customer interactions in the CRM system.

Education & Training

2018 - 2021

● Roehampton University

BSC IN BUSINESS MANAGEMENT, BUSINESS MANAGEMENT