

Pamela Lawrence

Customer care representative

[View profile on Dweet](#)

Languages

English

About

With over 8 years of experience in customer service and retail management, I specialise in creating exceptional client experiences. My background includes roles at Berry's Couture and She by Oyin Boutique, where I excelled in sales enhancement, inventory control, and personalised service with a keen eye for fashion trends.

BRANDS WORKED WITH

- Berry's couture
- Cleveland Clinic
- Dine Neka Food Company
- Misan Food Catering Service
- Phillip Morris
- She by oyin boutique

Experience



● Food service assistant

Cleveland Clinic | Aug 2023 - Now

- Facilitated special dish requests and dietary requirements, exceeding customer expectations.
- Managed timing standards in food deliveries to minimise delays. Labelled and stored fresh food deliveries immediately to avoid spoilage.

● Assistant Sales Representative

Misan Food Catering Service | May 2023 - Aug 2023

● Business Manager

Dine Neka Food Company | Sep 2022 - Apr 2023

- Hired and trained staff according to company expectations
- Collaborated with a school to provide catering services for school events
- Catered for a local event of 300+ persons and delivered exceptional customer service
- Developed and implemented operational policies and procedures
- Effectively managed business inventory and ordered new supplies as needed
- Accurately managed budgets and financial reporting monthly
- Conducted monthly team meetings on developing and implementing new marketing strategies.



● Customer Care Representative

Pad-Up Africa | Jan 2021 - Jan 2022

- Engaged with donors and supporters through various channels to provide excellent customer service and build positive relationships
- Handled incoming donations, acknowledged receipt, and ensured accurate and timely processing of contributions
- Addressed inquiries from donors, volunteers, and beneficiaries regarding the organization's mission, projects, and initiatives
- Coordinated with other departments within the charity organization to ensure smooth donor relations and cohesive communication.

● Customer Care Manager

monte carlo nights c | Jan 2020 - Jan 2021

- Maintained high-quality customer service standards and ensured all guests were treated courteously and professionally
- Handled customer inquiries, concerns, and complaints in a prompt and efficient manner to ensure guest satisfaction
- Managed and trained the customer care team, providing guidance and support to ensure they delivered exceptional service
- Built and maintained positive relationships with regular patrons, VIP guests, and event organizers to foster loyalty and repeat business
- Coordinated with various departments such as security, bar, and events to ensure smooth operations and seamless guest experiences.

● **Brand Supervisor**

Phillip Morris | Mar 2019 - Nov 2019

- Educated customers, retailers, and distributors about company products
- Collaborated with sales and marketing team to create campaigns and social media content to drive brand awareness and attract new customers
- Consistently achieved and surpassed monthly marketing targets by providing exceptional customer service
- Monitored customer feedback and tracked metrics and media campaigns
- Participated in training and workshops.

● **Sales manager**

She by oyin boutique | Apr 2017 - Feb 2018

- Monitored sales team performance, providing effective training to help reach revenue and profit targets.
- Retained existing customers and substantially grew customer base, product line and sales volume.
- Achieved exceptional client satisfaction feedback and ratings.

● **Fashion store manager**

Berry's couture | Jun 2016 - Oct 2016

- Monitored stock levels, managing inventories and logistics to maximise sales potential.
- Monitored fashion trends closely to anticipate consumer demand. Maintained store cleanliness with detailed checklists and periodic inspections.

Education & Training

2023

● **Sunshine Training & Care Services**

Certificate of mandatory health and social care tr,,

2021

● **Yaba College of Technology**

Higher National Diploma, Marketing,

2015

● **Moshood Abiola Polytechnic**

Diploma, Business Administration,,

2012

● **Federal Government Girls College**

GCSEs,,