



Anjela Shahi Newa

CUSTOMER SERVICE

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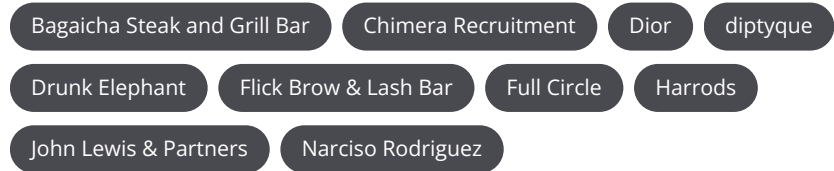
Languages

- Nepali
- Hindi
- English

About

With expertise in luxury beauty sales, I've thrived as a Sales Associate at Chimera Recruitment, surpassing sales targets by advising over 400 clients on luxury brands such as Diptyque, Harrods, Sheseido Designer Fragrance, Dior, and Drunk Elephant. My passion lies in delivering exceptional customer service and staying abreast of industry trends.

BRANDS WORKED WITH



Experience



● Sales Associate

Chimera Recruitment | Nov 2023 - Mar 2024

- Served more than 400 clients while representing 8 - 10 of the luxury beauty and fragrance brands, including Dior, Estée Lauder, NARS, Diptyque, Clinique, Sephora etc.
- Suggested more than 200 different Beauty & Fragrance products to the customers as per their preference.
- Completed more than 150 sales while recognizing and meeting the demands of the customers.
- Conducted ongoing market research to stay informed about industry trends, salary benchmarks, and competitor activities.
- Addressing and resolving customer concerns, such as compatibility issues, defects, or returns.

● Customer Service / Receptionist

Flick Brow & Lash Bar | Aug 2023 - Nov 2023

- Served more than 150 clients while working as a customer service and receptionist.
- Managed more than 100 online bookings / appointments using booking platform like treatwell.
- Addressing and resolving customer concerns about different beauty related services and availability.
- Managed payments and maintained records of daily customer service, ratings and their feedbacks.



● Customer Service / Graphic Designer

Full Circle | Feb 2022 - Aug 2023

- Managed an average of 40 phone calls and 60 emails daily, providing information, resolving issues, and confirming clear communication.
- Facilitated communication between clients and internal teams, streamlining project coordination.
- Facilitated the successful completion of over 150 client projects, ranging from digital marketing campaigns to print materials.
- Designed more than 40 printable and digital designs for 4 different companies.
- Maintaining regular communication with clients to update on campaign progress, results, and upcoming strategies.

● Customer Service

Bagaicha Steak and Grill Bar | May 2020 - Jan 2022

- Maintained a warm and inviting atmosphere by greeting about 100 clients each day.
- Managing more than fifty reservations per week, making sure that the seating arrangement ran smoothly.
- Providing answers and ensuring a good experience, handling 10 or more daily consumer inquiries on average.

• Encouraged an average of 50 customers per month to provide feedback, actively seeking areas for improvement.

Education & Training

- 2023 - 2024 ● **Regent College London (Bolton University)**
MSc Software Engineering (Ongoing),
- 2023 - 2023 ● **Dior**
Dior Fragrance Training,
- 2023 - 2023 ● **Drunk Elephant**
Drunk Elephant Product Training,
- 2017 - 2023 ● **Coventry University (Distance Learning from Softwarica College, Nepal)**
Bachelor of Science, Computer Science