



Omaera Macanda

Customer service Manager

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Languages

English

About

With a passion for retail and customer service, I've excelled in roles at H&M and Sainsbury's, developing strategies to enhance customer satisfaction and sales. Skilled in fast-paced environments, I bring a track record of improving service standards and team performance. Basic English proficiency complements my abilities.

BRANDS WORKED WITH

- Applied Business Academy
- H&M
- Jesus House Charity
- Sainsbury's

Experience

● Customer Service Manager

Applied Business Academy | Mar 2022 - Now

- Analyzed customer data to identify trends and opportunities for improvement.
- Monitored customer service performance and conducted regular performance reviews to ensure that customer service goals were met.
- Trained and supervised a team of customer service representatives to ensure that customer inquiries were handled in a timely and professional manner.
- Collaborated with cross-functional teams to identify customer service improvement opportunities and implemented corresponding solutions.
- Developed and managed an organizational structure that allowed for effective resource allocation and delegation of tasks
- Oversaw recruitment and onboarding of new employees.
- Coached and mentored administrative staff, resulting in improved job performance and knowledge
- Compiled and analyzed data to produce accurate reports and presentations for management and leadership team.
- Scheduled appointments and meetings, ensuring the smooth flow of daily operations.
- Maintained paper and electronic filing systems, resulting in improved organizational efficiency.
- Developed and implemented effective policies and procedures for HR, Finance, and other administrative functions.
- Demonstrated an ability to multi-task and prioritize tasks in a fast-paced environment.
- Developed a project schedule that provided a timeline for each task and milestone, allowing for timely completion of the project.
- Maintained a professional appearance and demeanor at all times.
- Partnered with executive leadership to develop a vision and mission that aligned with the company's long-term goals.
- Remaining LPI conscious of customer satisfaction.



● Customer Service Assistant

Sainsbury's | Mar 2017 - Feb 2022

● Personal Assistant

Jesus House Charity | Oct 2014 - Mar 2015

- Created and maintained filing systems to organize and store data.
- Provided administrative support to executive team, resulting in improved operational efficiency.
- Created and managed a budget for the executive's office.
- Provided executive service and support.
- Strategically managed event staff, including recruiting, training, and scheduling.
- Managed event registration and attendance tracking, resulting in accurate data collection and reporting.
- Created and distributed weekly operational updates to keep employees informed of changes and progress.
- Greeted visitors and vendors, providing a professional and welcoming atmosphere.



● Sales Assistant

H&M | Nov 2012 - Jun 2013

- Provided exceptional customer service, resulting in an increase in repeat customers.
- Developed and implemented strategies to maximise sales and profitability.
- Monitored inventory levels and restocked items on a regular basis to minimise waste.
- Maintained a safe and clean store environment to ensure customer satisfaction.
- Processed product returns and exchanges in compliance with company policies.
- Assisted customers with product selection and answered product-related questions, resulting in an increase in customer satisfaction.