



Riyan Farah

Customer Service Advisor

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Languages

English (Native)

Somali (Native)

About

I'm an experienced retail professional and will excel in customer service, thrive in fast-paced environments, and am passionate about fashion. I'm adaptable and committed to delivering exceptional shopping experiences.

BRANDS WORKED WITH

Heathrow Airport Terminal 5

RONIN International

Top Shop Україна

Experience



● Market research Interviewer

RONIN International | Sep 2023 - May 2024

- Successfully managed and organized administrative tasks in previous roles
- Proficient in handling scheduling, coordination, and documentation responsibilities.
- Demonstrated strong organizational and multitasking skills
- Utilized office software and tools for efficient data management
- Coordinated meetings, managed emails, and handled phone communications
- Maintained a systematic filing system to ensure easy retrieval of information
- Supported team members in various administrative capacities
- Showcased attention to detail and accuracy in handling sensitive information
- Contributed to the overall smooth functioning of the office through effective administrative support

● Customer Service Advisor

Heathrow Airport Terminal 5 | Jun 2022 - Mar 2023

- - Customer Service Representative at Heathrow Airport for two years
- Played a pivotal role in delivering exceptional service to diverse passengers
- Honed interpersonal and communication skills in a fast-paced environment
- Ensured positive interactions and resolutions for inquiries and concerns
- Maintained a high standard of customer satisfaction
- Managed challenging situations with tact and efficiency
- Collaborated seamlessly with a dedicated team
- Contributed to the smooth functioning of airport operations
- Embodied a commitment to excellence and professionalism
- Developed a deep appreciation for efficiency and courtesy in the travel industry



● Sales Associate

Top Shop Україна | Feb 2021 - Nov 2021

- Applied genuine passion for fashion and beauty