

Kamla Dhanda

Customer Success | Customer Care | Customer Service

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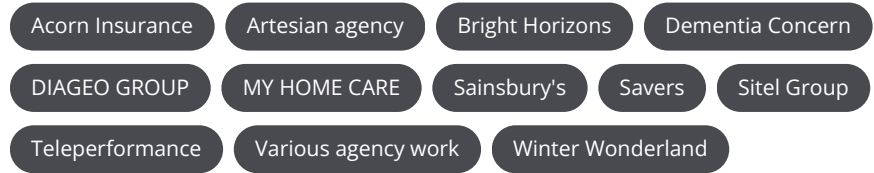
Languages

English

About

I am a flexible person with experience in Retail, Early Years, Call Centres and Customer Service and am able to help customers with any enquiries. I am a reliable person, good at time keeping, willing to help others in a caring manner. I am keen to learn new skills to help me do my job better. I can work well in a team and on my own.

BRANDS WORKED WITH



Experience



● customer service advisor

Teleperformance | Mar 2023 - Dec 2023

working from home on the working on different campaigns taking in bound calls answers queries ,learning different systems entering data on the computer helping customer solve their queries

● customer service advisor

Artesian agency | Dec 2022 - Feb 2023

Working for a agency going to various shops like channel, Fenwick, Koppers and Liberty London, working as a Retail assistant servicing the customer helping them find the products they need assistance them, helping them choose clothes any queries, On channel selling perfumes and makeup , putting makeup on peoples faces

● customer advisor

DIAGEO GROUP | Apr 2022 - Jun 2022

Working from home Taking keg orders entering on to the systems and arranging special delivery orders. Speaking to team members through the Microsoft teams. Monday to Friday shifts



● customer service advisor

Acorn Insurance | Jan 2022 - Feb 2022

Working from home, taking calls from customer checking their insurance claims.

● Customer ServiceAdvisor

Sitel Group | May 2020 - Dec 2021

- Working from home on the Test and Trace assignment
- Calling cases who are positive and informing them oftheir isolation dates, collecting details about their contacts and inputting these onto a questionnaire which I complete with the customer on the telephone.
- Taking inbound calls

● Care Assistant

MY HOME CARE | Sep 2017 - Jan 2020

- evenings, general assistance
- Cooking breakfast, light meals
- Domiciliary care, assisting them to have a shower, dressing, undressing
- Light household duties
- Talking to them and giving them their Medicine
- Maintaining records for clients



- **Cashier**

Winter Wonderland | Nov 2017 - Dec 2017

- Cash handling, selling tokens, taking cash and card payments
- Helping with any customer related queries



- **Sales Assistant**

Savers | Mar 2017 - Aug 2017

- Helping customers to find products, general queries
- Making sure store is clean and tidy
- Merchandising stock from the back area to the sales floor

- **customer service advisor**

Various agency work | Apr 2016 - Dec 2016

- Roles covering: Catering Support Staf including general food preparation, preparing items for airline delivery, kitchen assistance at school, serving food to students, retail role including WH Smith and Dunelm



- **Cashier**

Sainsbury's | Sep 2014 - Sep 2015

- Cash Handling, serving customers, taking cash and card payments, packing shopping
- Stocking shelves with food products
- Keeping shop tidy and till areas clean



- **NurseryAssistant**

Bright Horizons | Aug 2011 - Aug 2014

- Bank staf taking care of children ages up to 5, feeding children, changing nappies
- Assisting them with learning activities such as painting, outdoor and indoor play
- Making sure daily safety checks have been completed and writing reports.



- **Support Worker, Day CareCentre**

Dementia Concern | Nov 2011 - Jul 2014

- Bank Staf, Helping clients to take part in activities and light exercise
- Patient Transport: Collecting clients from their homes and escorting them on the bus
- Providing refreshments for clients, making teas, coffees and serving breakfast and lunches
- Washing up and sometimes cooking lunches
- Providing Personal Care

Education & Training

- **Featherstone High School**

CSE Maths, English, Economics, Science,