



# Michael Muboro

Customer Service Officer

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## Languages

English

## About

With a solid background in retail, honed at LIDL and Sainsbury's with roles in customer service and shop floor replenishment, I excel in maintaining high store standards and adapting to fast-paced environments. My experience spans both high street and premium sectors, showcasing my versatility and dedication to exceptional customer assistance.

### BRANDS WORKED WITH

Addison Lee   AdidasGroup   CCA International/Hastings direct   CEDR

HILTON METROPOLE HOTEL   LIDL Ltd   London Borough of Newham Council

NikeTown   SAINSBURY'S PLC   USAA London

## Experience

### ● Resident Service Officer

London Borough of Newham Council | Aug 2022 - Feb 2024

- Providing excellent Customer Service
- Managing Inbound & outbound calls for customer/residents
- Call Quality/Floor walking (assisting colleague's customer queries)
- Managing Customer Complaints (online & phone)
- Manage different services:
  - Concessionary Travel (Blue Badge & Freedom Pass)
  - PCN & Parking Permits
  - Cleansing, Waste & Recycling
  - Complaints
  - Lettings/Rent
- Resident account management – MyNewham Portal (address change, personal details & change of circumstances)

### ● Customer Service Operative (Day)

LIDL Ltd | Jul 2022 - Jan 2023

- Prep deliveries (F&V, Chilled, Frozen & Ambient)
- Shop floor replenishment
- Restock/put back
- Serving and assisting customers with any queries while on day duties
- Maintaining shop floor standard
- Adhering and assessing health & safety standards – Freshness testing

### ● Online Assistant (Temp)

SAINSBURY'S PLC | May 2020 - Aug 2020

Company: Sainsbury's PLC Position: Online Assistant (Temp)

- Pick & Prep online orders
- Shop floor replenishment
- Restock/put back
- Serving and assisting customers with any queries
- Maintaining shop floor standard
- Adhering and assessing health & safety standards



### ● Case Administrator

CEDR | Oct 2018 - Apr 2020

Mediation company for Aviation & Telecommunication

- Dealing with incoming Aviation & telecommunication schemes disputes and case management
- Dealing with customer enquiries existing & new customers
- Inbound telephone contact
- Daily intake: emails, composing and sending letters, processing applications, general inquiries & escalated complaints
- Prepare, maintain and update case details in accordance with CISAS

regulations

- Confidentiality when dealing with sensitive data
- Managing incoming information and communications in an appropriate manner, e.g. telephone, via post, e-mail.
- First point of contact & case handler for all existing claim disputes
- Regulated by FCA (Financial Conduct Authorities)
- Regulated and approved by OfCom
- Certified by CAA (Civil aviation authority)

### ● **Member Service Representative**

USAA London | Nov 2017 - Sep 2018

Privatise insurance company

- Managing inbound calls for existing, new members, sales & complaints (car, renters, homeowner's insurance)
- Working to meet sales KPI's at 13% turnover for new business
- Client account management (profile edits; payment details, addresses, login, billing etc)
- Regulated by FCA (Financial Conduct Authorities)
- Rebase insurance policies

### ● **Customer Representative**

CCA International/Hastings direct | Jan 2016 - Nov 2017

- Providing excellent Customer Service
- Managing Inbound calls for customer renewals (car insurance renewal)
- Call Quality/Floor walking (assisting colleague's customer queries)
- Managing Customer Complaints (Objection handling)
- Assist with claims and multi-car enquires.
- Client account management (profile edits; payment details, addresses, login etc)
- FCA (Financial Conduct Authority) Regulated

### ● **Athlete (Sales Associate)**

NikeTown | Oct 2014 - Jan 2016

- Nike & Basketball tech specialist
- Replen
- Maintaining store standards
- Cashier Duties (sales, exchange, refunds, staff discount)
- Customer service – Greet, Engagement, Consumer profiling, maximising sale opportunities
- Brand ambassador for Nike basketball/Jordan



### ● **Customer Relations**

Addison Lee | Oct 2014 - Dec 2015

- Answer phone calls & replying to emails from our clients
- Liaising daily with national and international affiliates
- Sales Force
- Customer complaints
- Taking account/executive bookings
- Assist with any queries.
- Client Account management (profile edits; payment details, addresses, login etc)

### ● **H.O.F Supervisor**

HILTON METROPOLE HOTEL | Nov 2012 - Sep 2014

- Processing Check in/Check out
- Cashier Duties
- Maintaining Excellent Customer Service Skills
- Managing Customer Enquiries
- Creating and Managing Staff Rota
- Using in house operations system (Magic) for guest requests, events/sales, health and safety

### ● **Sales/Stockroom Assistant**

AdidasGroup | May 2012 - Aug 2014

Company: AdidasGroup, Stratford Westfield Position: Sales/Stockroom Assistant

- VM (visual merchandise) champion
- Cashier Duties
- Customer service
- Footwear specialist
- Stockroom operations
- Delivery
- Transfers
- Shrinkage

## **Education & Training**

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- **Eastbury Comprehensive School**  
BTEC National Diploma Sports science (DMM),
- **Waltham Forest College**  
Access to Law (MERIT),
- **St Bonaventure's Comprehensive School**  
GCSE 9 at A-C-,