



Tomisin Iyere

outgoing

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Languages

English

About

With six years in customer service, I excel in fast-paced retail settings, adept at sales support, cashier roles, and providing personalised shopping experiences. Skilled in inventory control and passionate about fashion trends, I'm committed to enhancing customer satisfaction in dynamic retail environments.

Experience



● Front Desk Representative

New Wine Church | Apr 2017 - Jul 2023

Directed clerical tasks, including copying, faxing and file management. Collaborate effectively with customers and staff to support smooth-running company operations. Welcome guests and clients in a friendly, positive manner. Organize and update weekly schedules and monthly calendar obligations for various management and junior staff levels. Maintain a clean and orderly reception area to impress and welcome visitors. Answer and directed incoming calls to relevant staff members using a multi-line telephone system. Offer outstanding hospitality throughout client visits, aiding positive customer experiences and loyalty. Correspondence with relevant staff, helping team communication.



● Picker & Packer

ZARA | Apr 2020 - Jan 2021

Processed cash and card payments during busy shopping periods, limiting customer wait times. Provide store support, cashier duties, product help. Help with product selections according to individual requirements and preferences. Supply friendly, and attentive service by promptly responding to customer enquiries and processing order requests. Take stock and inventory regularly. Answer incoming calls and handle customer enquiries to clarify policy and pricing information. Build relationships and keep regular contact with customers to support continuous satisfaction.

Warehouse Packer – Net-A-Porter

● Customer Service Assistant

DEBRA Charity | Feb 2019 - Jun 2019

I was able to assist with orders through the phones and donations made, Coordinating pick ups and assisting on arangments on the shop floor whilst managing the tills.

Education & Training

2023 - 2026

● University of the Creative Arts

Bachelor of Business & Bachelor of Arts, fashion business management

2023 - 2023

● London College of Contemporary Arts

Business Managment, Business management

2019 - 2022

● North Kent College

Art & Design, Art & Design

2013 - 2018

● St. Catherine Catholic School

Diploma, art & design