

Frederick Bim-pong

Customer Service Assistant

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Languages

English

About

Experienced in providing exceptional customer service at Joyce's Palace, adept at handling complaints and processing payments efficiently. Skilled in product selections, maintaining professionalism under pressure, and multi-tasking on the shop floor. Flexible and adaptable to various retail environments.

BRANDS WORKED WITH

Joyce's Palace

Experience

- **CUSTOMER SERVICE ASSISTANT**

Joyce's Palace | Jan 2022 - Aug 2023

Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction. Provided positive customer experiences and enhanced brand reputation through attentive, helpful service. Processed cash and card payments during busy shopping periods, limiting customer wait times. Built rapport with customers through courteous and professional communications. Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests. Assisted with product selections according to individual requirements and preferences. Provided all-round store support, performing cashier duties, offering product assistance and delivering customer care. Maintained constant presence at front counter to receive enquiries. Stayed current on policies, procedures and standards to offer optimal support. Processed refunds, exchanges and service requests for customers.

Education & Training

2022

- **Shirley High School**

Grade 5 in Mathematics Grade 4-4 in English Literature and Language Grade 5-4 in Combined Science,