



# Abass Kamara

Customer Service Assistant

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## Languages

French

English

## About

With extensive experience leading teams at The Co-operative Group and Sainsbury's, I've excelled in sales, stock optimisation, and customer service. Fluent in English and basic French, I thrive in fast-paced retail environments, consistently surpassing KPIs and enhancing customer satisfaction through innovative training and efficient stock management.

### BRANDS WORKED WITH

- The Co-operative Group
- GROUP
- SAINSBURYS

## Experience

### ● Customer Team leader(Manager)

The Co-operative Group | Nov 2023 - Apr 2024

- Orchestrated team breaks and ensured smooth shift operations, enhancing productivity and customer satisfaction.
- Proactively engaged with delivery drivers to optimise stock handling processes, improving inventory management.
- Demonstrated strong leadership and conflict resolution skills, maintaining a positive shopping atmosphere.
- Executed successful product plans during peak seasons, leading to top sales and surpassing KPIs
- Implemented innovative training programs for team members to enhance product knowledge and sales techniques, resulting in increased upselling opportunities and customer loyalty.

### ● Customer service Advisor-Sitel

GROUP | Mar 2021 - Apr 2022

- Exceeded KPIs by effectively responding to customer inquiries and enhancing customer satisfaction.
- Completed rigorous remote call delegation training, improving call resolution efficiency and client satisfaction.
- Enhanced communication and problem-solving abilities through extensive customer service training, surpassing KPIs for call resolution efficiency.
- Regularly sought feedback from supervisors and peers to evaluate own performance, demonstrating commitment to continuous self-improvement and professional development.
- Initiated self-paced learning initiatives, engaging in additional training and skill development activities outside of mandatory requirements to further enhance performance and contribute to team success

### ● Customer Service Assistant

SAINSBURYS | Now

- Efficiently picked items and restocked shelves, ensuring timely fulfilment of customer orders.
- Demonstrated proficiency in meeting and exceeding key performance indicators (KPIs) such as order accuracy and productivity targets.
- Collaborated with team members to optimise picking processes and enhance efficiency, contributing to exceptional customer service.
- Took charge of training new team members on standard work procedures, showcasing best practices in picking, restocking, and customer interaction, ensuring seamless integration and consistent performance excellence across the team.

## Education & Training

2021 - 2024

### ● Aston University

Business Enterprise Development, BA Honors,

