

Dominique Koun- ga

Customer Advisor

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Languages

English

French

About

With extensive retail experience, my bilingual skills in English and French have been utilised in customer service roles at Luxottica and Zara.com. I thrive in dynamic environments, delivering exceptional service across menswear, womenswear and accessories categories.

BRANDS WORKED WITH

Collinson Group - Stansted Airport

La truelle congo

Lebara Mobile

Luxottica

Zara.com

Experience



● Customer Service Representative

TLScotact | Oct 2022 - Now

- Face to face customer advisor
- Handling visa application
- Applicant data entry

● French Speaking Receptionist

Collinson Group - Stansted Airport | Dec 2020 - Aug 2022

- Dealing with customer face to face
- Providing customer service in French and English
- Taking customer booking

● Bilingual customer advisor

La truelle congo | Apr 2018 - Oct 2019

. Providing customer service in french and english . Resolving customer queries using email, phone and social media . Answering inbound and outbound calls and queries . Contacting directly businesses



● Temp position French customer advisor

Luxottica | Jul 2017 - Dec 2017

- Providing customer services in french as well as English
- Resolving customer queries using emails, phone and Instant Messaging
- Answering inbound and outbound calls and queries
- Pesol and Vogue Brand Ambassador
- Validating customer prescriptions
- Dealing with warranty
- Escalating to senior colleagues
- Sending customer emails

● French customer advisor

| Mar 2014 - May 2017

United Kingdom Visa and Immigration Dealing with customer's visa queries using emails, calls and webchat.

● Christmas Temp French Customer service

Zara.com | Dec 2013 - Mar 2014

Dealing with customer's sales queries using emails and calls.

● French speaking customer service advisor

Lebara Mobile | Aug 2013 - Nov 2013

Providing advice to customers over the phone.