



Chris Kosedá

Customer Experience Partner

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Languages

- English
- Spanish
- Greek

About

Strong IT skills, alongside the ability to adapt to the job role and task. Great troubleshooter that achieves customer desires swiftly and smoothly. Practical and versatile with a determined work ethic that provides a consistent and high-quality outcome. Thrives under pressure and is goal orientated whilst equally focused on the customer. Very customer-centric, values customer satisfaction to be paramount.

BRANDS WORKED WITH

- Enfield VPC (Volunteer Police Cadets)
- John Lewis & Partners
- Marks and Spencer
- Oxfam

Experience

● Volunteer

POLICE CADET | Sep 2015 - Jun 2021

Key responsibilities:

- Participated in local crime prevention projects such as Weapon Sweeps and Leaflet Distributions to ensure the local community was more informed, protected and safer against crime.
- Competed in cadet competitions such as "Thriftwood" to develop "police practices" in real-life situations.
- Completed practical demonstrations on police practices, laws and regulations.
- Learnt and completed practical demonstrations for given scenarios on First Aid techniques to be able to provide First Aid if necessary in a real-life situation.
- Competed/participated in local cadet events such as a ½ Marathon to raise money for the cadet unit/charity.

Roles of Responsibility Summary

September 2021-June 2022



● Selling Partner

John Lewis & Partners | Jul 2022 - Sep 2022

Key Responsibilities:

- Worked the till and provided excellent customer service at the checkout to increase customer satisfaction.
- Engaged with all customers on the shop floor to ensure the customers received any assistance required and felt acknowledged.
- Provided demonstrations of how products worked to ensure customers knew how the product functions, for example, Prams and Carry Cots, to meet their requirements.
- Measured and fitted school uniforms, shoes and trainers to ensure customers purchased the correct sizes for the Back to School season.
- Organised the shelves/rails to ensure that the shop floor was tidy and remained on the shop floor to assist any customer enquiries on an item.

July 2021



● Customer Assistant

Oxfam | Jun 2021 - Jul 2021

Key Responsibilities:

- Worked the till and provided excellent customer service at the checkout to increase customer satisfaction.
- Discounted current date's items with Honeywell scanner and added them to the front shelves for customers to see the discounts.
- Helped stack new delivery items on shelves to maintain constant stock on the shelves for customers to purchase.
- Cleaned up shelves to make the area more organised and remained on the shop floor to assist any customer enquiries on an item.

Volunteer/Charity Work Summary

June 2021-July 2021 Volunteer Shop Assistant, Oxfam Key Responsibilities:

- Worked the till and provided excellent customer service at the checkout to increase customer satisfaction.
- Managed and organised new stock and donations to be presented on the shop's shelves.
- Cleaned up shelves to make the area more organised and remained on the shop floor to assist any customer enquiries on an item.
- Removed any old items and sorted them into the correct box to be processed for pick up to send to another Oxfam store.

● Volunteer Squad Leader

Enfield VPC (Volunteer Police Cadets) | Sep 2019 - Jul 2021

Key Responsibilities:

- Prepared and coordinated Physical Training (PT) sessions for the squad to ensure they maintained a high enough fitness level to compete in cadet competitions.
- Ensured the squad were organised and presented well between sessions to demonstrate excellence/maintain the high standards of the cadet unit.



● Volunteer

English Tutor | Jul 2019 - Aug 2019

Key Responsibilities:

- Provided high-quality English lessons with an assessment at the end to demonstrate the development and progression of the students.
- Planned and organised high-quality English lessons to engage and teach the students English.
- Created an environment that encourages education with the correct equipment, for example, educational posters, stationery, a whiteboard, and worksheets to increase the focus and engagement of the students.
- Supported the students with any emotional and physical needs at lesson time and on break to enable them to continue to learn in the lesson.

2015-July 2021



● Sports Prefect

Chace Community School | Sep 2018 - Jun 2019

Key responsibilities:

- Planned and budgeted for seasonal Student Hall Events, such as Dover Court's Halloween Party, to ensure the residents of Students Halls had the opportunity to relax and enjoy their time of studies
- Set up seasonal decorations for Student Halls, for example, the Christmas decorations, to help boost the morale of students who enjoy a festive environment and who did not have the opportunity to travel home for the term breaks, for example, the International Students.

September 2018-June 2019 Sports Prefect, Chace Community School Key responsibilities:

- Awarded students with Positive Points for excellent extra-curricular participation at break and lunchtime to ensure the acknowledgement of students for fantastic behaviour not encountered in class, for example, the leadership and teamwork displayed in sports.
- Loaned out Basketballs, Footballs and Netballs via the Oyster Card deposit system to ensure that students could enjoy their break and participate in sports and simultaneously prevent the damage/misplacement of school property.
- Volunteered and ran lunchtime Sports Clubs such as Futsal and Basketball to enable students to participate in enjoyable yet competitive sports tournaments at all levels.
- Helped coordinate and manage the End of School Rewards Fair, to enable students to have an enjoyable and memorable end-of-year school event, which provided them with an event to look forward to alongside a boost in morale.

Education & Training

- 2022 - 2026 ● **The University of Leeds**
Mathematics-MMath,
- 2022 ● **The University of Cambridge**
Undergraduate Certification in Politics-FHEQ 4,
- 2021 ● **The University of Liverpool**
Mathematical Science-Foundation Year,