

# Nadia Roberts

Customer Support Specialist

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## Languages

English

## About

Results-oriented and highly experienced customer service professional with a proven track record of leading high-performing teams and enhancing customer experiences. Seeking a customer service role where I can leverage my expertise to drive operational excellence, improve customer satisfaction, and contribute to the growth of your company

### BRANDS WORKED WITH

Marks & Spencer's

Pull&Bear

Self-Portrait Boutique Store

## Experience

### ● Senior Customer Service Manager

Self-Portrait Boutique Store | Nov 2022 - Now

- Handled escalated customer inquiries and complex issues, demonstrating strong problem-solving and conflict resolution skills.
- Assisted the team in exceeding service level agreements by optimizing staffing, improving workflows, and implementing new technologies.
- Conducted in-depth customer feedback analysis, leading to the identification of areas for service improvement and the development of targeted solutions.
- Led team meetings and contributed to team development, promoting a positive work environment.
- Acted as a subject matter expert in product knowledge and company policies, providing guidance and support to team members.



### ● Customer Support Specialist

Pull&Bear | Jan 2022 - Oct 2022

- Assisted customers with inquiries, product information, and issue resolution through multiple communication channels, including phone, email, and chat.
- Maintained a high level of customer satisfaction by actively listening to concerns, empathizing with customers, and providing effective solutions in a timely manner.
- Processed orders, returns, and exchanges, ensuring accuracy and efficiency in all transactions.
- Collaborated with cross-functional teams to resolve complex customer issues and escalate them as needed for prompt resolution.
- Recognized as a top-performing representative, consistently achieving or exceeding performance targets, including response time, customer satisfaction ratings, and resolution rates.
- Kept detailed records of customer interactions and inquiries, contributing to the improvement of knowledge databases and frequently asked questions.

### ● Customer service and Sales Associate

Marks & Spencer's | Feb 2020 - Jan 2022

- Provided excellent customer service by helping customers find products, offering advice, and ensuring a positive shopping experience.
- Actively promoted store promotions and loyalty programs, contributing to increased sales and customer retention.
- Maintained detailed knowledge of the store's products, pricing, and promotions to answer customer questions and make informed recommendations.
- Assisted with visual merchandising and restocking activities to ensure the store was always well-presented to customers.

## Education & Training

2022

- **Kingston University**  
Bachelor of Arts,

