



Andi Niemba

Customer Care

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Languages

- French
- Portuguese
- English

About

With a flair for fashion and luxury customer service, I've excelled in retail roles across notable brands like Jimmy Choo and SHISEIDO. Fluent in English with basic French and Portuguese skills, I specialize in elevating client experiences through expert advice, order management, and resolving queries efficiently.

BRANDS WORKED WITH

- Heathrow Airport
- Jimmy Choo | Selfridges Department Store
- SHISEIDO
- Shiseido, Monica Vinader & MATCHESFASHION.COM
- Wrangler, Debenhams, The Bull Ring & Oxford Street
- Zion Church

Experience



● Order Management Coordinator

SHISEIDO | Jan 2021 - Jan 2022

First line contact for clients in placing orders, answering queries, monitoring service levels and resolving any non-compliances to their requirements across Shiseido Group brands.

- Process orders received by various medium (calls, EDI, Fax, email etc)
 - Responsible for end to end delivery tracking for assigned clients including running aged
 - order reports to proactively chase the distribution team ensuring orders met clients delivery
 - dates
 - Resolve clients queries including, but not limited to, shortages, damages, non-delivery,
 - wrong delivery, non-receipt, incorrectly ordered or despatched items, back in stock dates etc.
 - Liaise with finance regarding any customers / orders on credit hold
 - Process clients returns
 - Monitoring, reporting and communicating clients service levels & complaints
 - Allocation (quota management)
- Professional Experience

● Customer Care Assistant

Shiseido, Monica Vinader & MATCHESFASHION.COM | Jan 2018 - Jan 2021

Responsible for helping customers with all enquires and offer excellent customer service.

Worked for all three of these brands within two years as a Customer Care Advisor.

- Being the first point of contact for customers contacting the website.
- Logging of relevant customer data ensuring any reports or logs are updated regularly.
- Managing the faulty returns process, ensuring customers are notified of issues and discounts negotiated as needed. Logging this data as required and working with the Customer Services Manager to resolve issues.
- Dealing with all customer enquiries; chasing deliveries, resolving simple technical issues
- Respond to any customer complaints from the site; ensuring the highest levels of service are given
- Ensuring customers updated regularly regarding any ongoing queries.

● Sales Associate

Jimmy Choo | Selfridges Department Store | May 2017 - Aug 2018

Responsible for promoting outstanding customer experience in the women's accessories department.

- Employed by Selfridges after demonstrating excellent potential on a 6-month agency contract.
- Demonstrated the ability to build relationships with clients, analyse their requirements, offer astute advice to guide them to make the right

purchase.

- Maintained a high standard in store appearance and gained valuable knowledge in visual merchandising.
- Kept up to date with new product knowledge, brand developments and fashion trends.
- Supported stock management.

- **Receptionist**

Zion Church | Dec 2017 - Apr 2018



- **Personal Shopper / Passenger Ambassador**

Heathrow Airport | Jan 2016 - Jan 2017

Responsible for providing a warm welcome to customers, delivering exceptional customer service and promoting the airport shopping services.

- Assisted passengers with airport shopping sessions – built relationships, gained an understanding of their requirements and guided them to make the right purchase choices.
- Offered up to date fashion knowledge and styling advice on luxury products and brands.
- Used outstanding organisational and ICT skills to manage client bookings.
- Demonstrated good marketing knowledge and used this to promote brands and successfully increase sales.

- **Sales Advisor**

Wrangler, Debenhams, The Bull Ring & Oxford Street | Jan 2015 - Jan 2016

Education & Training

2016

- **Coventry University**

Bachelor of Arts,

2012

- **St Angela's & St Bonaventure's**

A- Levels in ICT, French and Theology,

2010

- **Ilford Ursuline High School**

9 GCSEs,