



Zahala Mugu-luma

Customer Advisor

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Languages

English

About

As a current Bsc Mathematics student, I have skills in problem solving, critical and analytical thinking. I can work at a fast pace, complete given tasks and insure to manage my time and responsibilities effectively. I can distribute my weight and then some, to remain reliable no matter how challenging a task is. I prioritise progressing my individual skills such as being detail oriented, as well as highly positive and driven to allow for zero delay or uncertainty in the quality of my work. I remain open minded and resilient to further grow, learn and challenge myself.

BRANDS WORKED WITH

- Cath Kidston Gatwick Airport
- Groundwork
- John Lewis & Partners
- Next, County Oak
- The O2 Arena
- V&A, SOUTH KENSINGTON

Experience

● CONTACT CENTRE ASSISTANT

The O2 Arena | Apr 2022 - Now

- First point of call for all customer and ticket enquiries, via phone, email, live chat and face to face
- Positive attitude and accuracy when working in a fast paced, busy environment
- Providing and promoting high levels of customer service at all times, with help of Excel sheets
- Work alongside the Box Office team to deliver a friendly and efficient ticket sales and collections



● CUSTOMER ENGAGEMENT OFFICER

Groundwork | Sep 2023 - Now

- Reaching daily targets via phone calls in a polite and empathetic manner
- Using Salesforce to aid in booking-in visits for customers
- Ability to work on simultaneous projects and prioritise customer engagement



● CONTACT CENTRE ADVISOR

Victoria and Albert Museum | Oct 2022 - Apr 2023

- Main point of contact between customers and various departments
- Multi-tasking by taking calls, emails and performing admin tasks
- Using Microsoft Dynamics CRM, Business Central, Microsoft Dynamics Nav and Salesforce to assist with customer queries
- Taking ownership to resolve complaints whilst upholding the companies values and policies



● SELLING ASSISTANT

John Lewis & Partners | Aug 2021 - Sep 2021

- Learning about all products sold in store
- Being mindful of sales targets and recommending customer add-ons
- Working as a team to help customers
- Working as a group so the store looks presentable and continue standards

● SALES ASSISTANT

Cath Kidston Gatwick Airport | Jul 2018 - Apr 2020

- Shopfloor KPI's and Cash Handling
- Able to approach customers with language barriers using a translation sheet
- Stockroom Organisation: Replenish stock, Unbox delivery, Count and organise stock

- **SALES SUPPORT**

Next, County Oak | Dec 2017 - Jan 2018

- Time management skills
- Working efficiently and at a fast pace as an individual and in a team
- Communicating well with others in my team to build a strong relationship

Education & Training

2021

- **University of Greenwich**

Bachelor of Science in Mathematics,

2021

- **OXBRIDGE HOME LEARNING, ONLINE**

A-level,