



Farduz Suleiman

Customer Service Advisor

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Languages

English

About

With a foundation in customer service from esteemed companies like Marks & Spencer and Neal's Yard Remedies, I excel in identifying customer needs and providing personalised recommendations. My experience spans high street to luxury retail sectors, consistently exceeding sales goals by engaging effectively with customers across various environments.

BRANDS WORKED WITH

- ASQ Education
- Concentrix
- Ham Youth Centre Surrey and Cambridge Road Estate.
- italk HOME
- Marks & Spencer
- Neal's Yard Remedies
- Transport for London

Experience



● Collections Advisor

italk HOME | Nov 2021 - Now

April 2023 – August

- Engage in inbound and outbound calls to existing customers.
- Resolve payment issues and billing queries efficiently.
- Contact customers with unpaid bills, facilitating payments and payment plans.
- Maintain a high level of customer service.
- Work independently from a remote home office.



● Exam Invigilator

ASQ Education | Apr 2022 - Aug 2023

- Supervised students during GCSE and A-level exams.
- Ensured compliance with exam regulations.
- Accommodated individual students with special needs.
- Managed exam setup and script handling.



● Customer Service Advisor

Transport for London | Aug 2021 - Sep 2021

- Identified customer needs and provided relevant products and services.
- Demonstrated patience and professionalism in handling challenging situations.



● Customer Service Advisor/Call Handler

Concentrix | Jan 2021 - Jun 2021

- Processed incoming calls and inquiries.
- Achieved highest overall performance score of 100% .
- Resolved complaints to ensure customer satisfaction.
- Met sales targets.

● Volunteer Youth Worker

Ham Youth Centre Surrey and Cambridge Road Estate. | Nov 2019 - Feb 2020

- Facilitated activities and discussions on various topics with young people.
- Built rapport and provided support to youths on social, personal, and educational matters.



● Customer Advisor

Neal's Yard Remedies | May 2019 - Aug 2019

- Established customer needs and provided personalized recommendations.

- Consistently exceeded sales goals by 50% .
- Maintained in-depth product knowledge.



● **Retail Sales Advisor**

Marks & Spencer | Apr 2018 - Oct 2018

- Delivered high-quality customer service.
- Processed sales, returns, and refunds.
- Managed cash and payment systems.

Education & Training

2017 - 2020

● **Kingston University**

Bachelor of Science in Criminology,