



Rahel Tesfalem

Retail/customer service

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Languages

Italian

English

Amharic

About

With a strong background in retail, I've demonstrated exceptional customer service and upselling skills at Argos and the Post Office. As a multilingual communicator (English, Italian, Amharic), my adaptability and product knowledge make me a valuable asset for any temporary sales role.

BRANDS WORKED WITH

- Argos
- EFT Linguistic Services
- I-Organics Skincare
- Karthick Indo-Asian Cuisine
- Post Office

Experience



Customer Service Rep

Argos | Nov 2022 - Jan 2023

- Assisted the stock team in receiving shipments, backstocking units per week week.
- Maintained in-depth knowledge of products to provide advice and recommendations as needed.
- Up sale of seasonal items and accessories to increase store revenue
- Arranged orders and deliveries of stock for customers prioritising in-store sourcing wherever possible to cut average wait time
- Dealt with customers wishing to return items

Translator

EFT Linguistic Services | Jan 2019 - Jan 2021

- Translated various articles, marketing documents, legal documents and others materials from Amharic to English & vice versa ensure translations were correct
- Interpreted dialogues and conversations from Italian, Tigrigna and Amharic to English
- Maintained excellent customer and helped promote EFT to help increase business stream
- Helped refugees from Eritrea and Ethiopia with getting housing and benefits claims in order upon settled into the United Kingdom
- Supporting refugees with filling in documents for local councils or helping to appeal decisions made in court via email or telephone



Customer Service Rep

Post Office | Jan 2018

- Completed reports for lost mail, stolen packages and changes of address
- Answered phone calls in a timely and polite manner
- Accepted, Sorted and Stamped mail brought in by customers
- Handled express postal services for Post Office business customers
- Use of POS system to bill and accept payments from customers

Skin Care Specialists

I-Organics Skincare | Jan 2012 - Jan 2014

- Introduced new I-Organics skin products to customers.
- Demonstrated procedures of the I-Organics cosmetic approach
- Listened to concerns of clients.
- Consulted clients on the appropriate skincare product.
- Connected with existing customers in our database.
- Opened and closed the register at end of shift

Waitress

Karthick Indo-Asian Cuisine | Jan 2013 - Jan 2014

- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required
- Take orders from patrons for food or beverages,

- Collect payment from customers using POS systems
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems
- Responsible for the dining area staff of 5
- Ensure that all staff have cleared dining area and kitchen areas prior to the closing of restaurant nightly

Education & Training

- 2015 - 2017 ● **Icon college**
HND Travel and Tourism,
- 2013 - 2014 ● **Hackney Community College**
Level 2 BTEC Diploma in Travel and Tourism,
- 2013 - 2013 ● **Metropole College**
Level 1 in Work Skills,
- 2012 - 2012 ● **Free2Learn College**
Level 2 in Customer Service, Retail, Teamleading, Security and Door Supervision,
- 2011 - 2011 ● **Westminster Kingsway College**
Level 1 in Airfares and Ticketing,
- 2011 - 2012 ● **Westminster Kingsway College**
ICT,
- 2011 - 2012 ● **Westminster Kingsway College**
and Tourism,