



Saphyra Djè

Customer Service Assistant

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Languages

English (Fluent)

French (Native)

About

I am a diligent retail professional with extensive customer service experience at Marks & Spencer. Fluent in French and English, I excel at maintaining store standards, managing inventory, and providing exceptional support to achieve sales targets.

BRANDS WORKED WITH

- Howdens Joinery
- The Bridge
- Marks & Spencer
- Chez Ivoire

Experience

● Sales Rep

| Jan 2024 - Now

Visited potential customers door-to-door to offer them company services

Professional in appearance and demeanor at all times

Excellent sales capabilities.

Personable nature conversing easily with anyone and creating good relationships with clients.

Creativity with in sales techniques and marketing schemes.

● Business developer/ Customer service assistant

Howdens Joinery | Jun 2021 - Sep 2022

- I work with new and existing customers to increase purchases of products and services.
- Manage and make calls each day with utmost professionalism and knowledgeable service.
- Contact clients to verify account information and maintain accuracy, resulting in increase in client satisfaction.
- Assist at the front desk and attend to customer needs and questions.
- Deal with customer complaints and find resolutions.
- Setting goals and developing plans for business and revenue growth.
- Pursuing leads and moving them through the sale cycle by using the lead management system



● Housekeeper

The Bridge | Nov 2019 - Now

- Responsible people's rooms and the cleanliness of it, ensuring the betterment of the reputation of the business.
- Train new staff on safe operations of cleaning equipment, tools and chemical and cleaning agents to efficiently perform duties and reduce harm to floors, fixtures, staff and environment.
- Distribute supplies and goods to staff at the beginning of shifts to manage inventory and maintain proper supplies while controlling expenses .



● Sales Associate

Marks & Spencer | Mar 2019 - Mar 2019

- Responsible for meeting, greeting and providing customers with an exceptional level of service from the minute they entered the store.
 - Maintaining shop floor standards both at the front and back of house.
 - Keeping stock clean and presentable at all times.
 - Maintaining the appearance of the store.
- Using my product knowledge to help customers decide what's right for them.

Education & Training

2018 - 2020 ● **City of Westminster College**
Business Level 3 Extended Diploma,

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