



Richardette Conteh

Administrator and Customer Service Representative

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Languages

English

About

With a robust foundation in customer service and catering, I excel in fast-paced retail settings, adept at food preparation, payment processing, inventory management, and upholding cleanliness standards. My experience in enhancing customer satisfaction through efficient service and quality food delivery showcases my dedication to exceptional retail experiences.

BRANDS WORKED WITH

Bulb Energy

Caribbean Munchies

Local Solicitors Isleworth

NSPCC Alexandra Ciardi

Richardette Conteh

Select and Save Post Office

Experience

● Catering Staff Member

Richardette Conteh | Jul 2023 - Now

I aided chefs with prompt food preparation by peeling and slicing ingredients for upcoming orders and events I attended events in and out of the city to assist with meal serving and also helped handle payments by processing cash and card payments within an appropriate time-frame to help minimising customer wait times especially when it would become extremely busy Check-listing Inventory to assure we have the right amount of supply of veg, fresh meat and fish stored at required temperatures to maintain food quality and safety, helping minimise food waste Maintained safe food handling standards at all times and always delivering quality food and beverage service to customers and VIP's at all events Cleaning and organising host stands and food area's to uphold high standards of cleanliness in all work areas Also I helped with cleaning cooking utensils and kitchen equipment to remove dirt, leftover food particles and cooking grease to ensure we had thoroughly clean equipment to use the next day I assisted in transporting catering equipment safely and responsibly, minimising risks to protect the company's business assets.

● Customer Service Representative

Select and Save Post Office | Nov 2022 - Jul 2023

I helped process cash and card payments during busy shopping periods this aided in limiting customer wait times Worked as team member stocking and rotating inventory regularly Providing all-round store support, performing cashier duties such as payments, refunds and exchanges offering product assistance and delivering excellent customer care Keeping interior clean daily and closing up occasionally Resolving customer queries and concerns in proactive manner, this lead to an increase in customer satisfaction overall Built rapport with regular and new customers through professional but friendly interactions I am extremely attentive to the customers enquiries and aim to promptly process their order requests.

● Office Administrator and Receptionist(Temp)

NSPCC Alexandra Ciardi | Mar 2021 - May 2021

Managing office correspondence efficiently such as emails, phone calls and packages Supporting staff with Ad hoc duties and prioritizing GDPR and maintaining confidentiality Fire alarm testing, security checking and creating access cards for staff Updating sensitive material within the database (Phoenix) Facilitated planning and hosting of events by scheduling meetings and conferences, including site-to-site video conferencing calls, which helped to streamline business operations Replenished stock of office supplies when inventory became low Ensured office records stayed up to date, updating when necessary.

● Office Administrator and Receptionist

Caremark | Jun 2020 - Sep 2020



Caremark Lambeth Using verbal and written communication skills to maintain professional relationships between staff, management and clients Providing support to management and staff through responding to phone calls and emails in order to keep business' operations running smoothly Holding information with the highest level of discretion and trustworthiness, understanding GDPR and protecting confidential data Creating documents and files and updating databases and records for financial information Recruiting potential candidates for the business through work email and sites like Indeed Knowledge of standard software packages and the ability to learn company specific software if required



- **Energy Specialist**

Bulb Energy | Apr 2019 - Nov 2019

Customer Operations Representing the brand as a first point of virtual contact through excellent customer service meanwhile working in teams and quality circles to drive improvements in efficiency and member experience Efficiently taking time to resolve and investigate simple and complex customer queries regarding their energy accounts through Zendesk. Generating and editing billing through software's like Junifer. Excellent communication and writing skills resolving complaints and queries through email and telephone. Contacting other energy suppliers in order to exchange important information, which enables us to help customers get their money worth for their energy bills and switch seamlessly using government databases such as Ecos. Being able to work under pressure within a fast-paced environment(call centre) while ensuring I'm reaching set targets and KPI set by my team leader. Worked towards low-carbon economy according to key strategy objectives and converting customers to green energy and smart meters.

- **Catering Waitress**

Caribbean Munchies | Aug 2017 - Sep 2018

Cleaned and organized host stand and food area and upholding high standard of cleanliness in all work areas Handling payments by processing cash and card payments within an appropriate timeframe to help minimizing customer wait times Maintained safe food handling standards at all times and always delivering quality food and beverage service to customers Check-listing Inventory to assure we have the tight amount of supply.

- **Receptionist**

Local Solicitors Isleworth | Mar 2016 - May 2016

Serving as the first point of contact for walk in clients, responsible for answering screening and forwarding incoming phone calls, receiving and sorting daily mail, maintain office security by following safety procedures and controlling access via the reception desk, Updating calendars and schedule meetings Maintained reception area in orderly manner to provide visitors with positive first impression of the company Managed clerical needs of company employees, including copying, faxing and file management Directed clients to appropriate personnel to address concerns, resolve complaints, or answer account related questions.