



Uto Egwuatu

Operation Assistant

📍 London, UK

[Portfolio file](#)

[View profile on Dweet](#)

Languages

English (Native)

About

An outgoing and results driven individual, with over two years worth of experience in retail and customer facing roles, demonstrating extensive product knowledge and high-end customer service. Possesses strong interpersonal, communication and analytical skills, used to build relationships with customers. Enjoys solving complex problems and adapts easily to continually changing environments and priorities. Thrives under pressure, regularly commended for being enthusiastic and maintaining close attention to detail. Keen to contribute to the success of an organisation and the overall achievement of organisational goals.

BRANDS WORKED WITH

Amazon Warehouse

Astrea Law Practice

Clark's Shoes

Constellation Agency

Hutton tuition centre

Experience

● Agency Worker

Constellation Agency | Mar 2022 - Now

My duties included:

- Working with VIP clients at private events and providing them with exceptional customer service.
- Fulfilling a range of different job descriptions, including managing a team.
- Adapting to a variety of different work environments.
- Working as an effective member of consistently changing teams.
- Ensuring I report to my supervisor when I arrive, leave and if any issue arises.



● Receptionist

Astrea Law Practice | Oct 2022 - Now

My duties included: 10/2022-11/2023

- Answering enquiries and dealing with customer feedback, concerns, and complaints, ensuring that customer's concerns are addressed and resolved efficiently.
- Corresponding with clients via email, telephone, and post.
- Logging client enquiries and ensuring that lawyers are made aware of messages taken by the reception team when they are in court or unavailable.
- Building relationships with client support staff and maintain a highly professional attitude on sensitive matters.
- Greeting incoming customers in a professional manner and providing friendly, knowledgeable assistance.
- Keeping reception area clean to give visitors a positive impression of the firm.

● Sortation Operative

Amazon Warehouse | May 2023 - Aug 2023

My duties included:

- Managing, sorting and confirming inventory.
- Ensuring the warehouse and specifically my area of work was kept tidy, clean and a safe environment to work in.
- Inspecting products for defects and damages and reporting it to the appropriate members of management.
- Lifting and moving heavy objects in a timely manner.
- Complying with Amazon's safety and hygiene procedures to ensure the warehouse is kept in a safe condition to work in and parcels are delivered in a sanitary manner.

● Tutor

Hutton tuition centre | Aug 2021 - Sep 2022

My duties included:

- Working with students, both independently and within a group, to ensure they understand key concepts learnt in the classroom and at school.
- Assisting students with projects, homework or any other academic tasks.
- Researching and developing new materials in order to plan interesting and intriguing lessons that encourage student participation.
- Becoming not only a mentor to the students, but also a friend in which they felt comfortable to confide in.
- Communicating effectively with other tutors to create a positive and engaging learning environment.
- Providing mock examinations to assess student's level of progress as well as prepare students for real exams by identifying areas of improvement.

● Sales assistant

Clark's Shoes | Feb 2021 - Feb 2022

My duties included:

- Maintaining the sales floor whilst processing cash and card transactions.
- Providing customers with friendly assistance, key product knowledge and expert advice on the product best suited for them.
- Dealing with customer complaints professionally and notifying management if needed.
- Building relationships with customers
- Assisting in the training of inexperienced staff, making sure they were fully aware of company policy.
- Ensuring personal daily goals were met through attentive customer service and product recommendations.
- Moving substantial amounts of stock to restock the stock room or sales area.
- Accurately describing product features by keeping up to date with product information.

Education & Training

● Birmingham City University

Bachelor of Arts,

● Woodhouse College

A in Psychology,,

2022 - 2023

● Wren Academy

9 A-B grades including English, Maths and Science.,