Valrosa Ross

Customer Service Assistant

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Languages

English

About

Energetic retail professional with experience in customer care, price auditing, and maintaining a presentable shop floor. Proven ability to adapt to different environments, assist customers efficiently, handle stock control, and perform end-of-day duties in high street and boutique settings.

BRANDS WORKED WITH

Sense Charity Shop   Melissa's Childcare   Sole Addiction

Experience

Volunteer shop assistant

Sense Charity Shop | Feb 2022 - May 2022

I was responsible for serving customers and ensuring the shop floor was presentable.
• Assisting customers in locating desired items
• Price auditing to identify and correct price discrepancies
• End of day duties such as cleaning and stock replenishment

Childminding assistant

Melissa's Childcare | Oct 2021 - Aug 2022

I assisted in the day-to-day management of the childminding provision.
• Providing a safe, secure and nurturing environment to ensure the children's needs were met.
• Supporting children in play and learning within the philosophy of the provision.
• Complying with the requirements of the EYFS, Childcare Register and Health and Safety at Work legislation.

Customer Service Sales Advisor

Sole Addiction | Dec 2020 - May 2021

I contributed to the thriving sales team through great customer service to meet client needs and drive positive company sales results.
• Prioritise and process customer orders and requests in person and via telephone
• Check product availability and order or restock items for customer satisfaction
• Maintain thorough, accurate, financial and confidential records
• Liaise with suppliers to arrange deliveries, collections, repair/replace items and notifying management as needed
• Investigate and resolve customer concerns quickly and patiently including assisting customers with returns and exchanges

Education & Training

2022 - 2025   **St Francis Xavier College**

level 3 health and social care ,

2020 - 2021   **The Ellersie School**

School,