



# Grant Smith

Experienced Customer Service and Social Media Coordinator Looking for New Opportunities.

📍 London, UK

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## Links

[LinkedIn](#)

## Languages

English (Native)

## About

I'm an experienced and knowledgeable customer service advisor, with eight years experience in the industry. I have a background in taking queries via phone, email, live chat and social media; as well as having a strong knowledge of managing and administrating social media accounts - primarily Instagram and Twitter.

Having left my previous position in May 2023, I am looking for London-based roles in a similar position within the fashion industry, having previously worked for the retailer ASOS and the sustainable fashion manufacturer PANGAIA.

### BRANDS WORKED WITH

ASOS.com    COMPLETE ENTERTAINMENT EXCHANGE SL    FIRSTCARE (GB) LTD

Howdens Joinery Co    PANGAIA

## Experience



### ● Customer Service and Social Media Coordinator

PANGAIA | Dec 2020 - May 2023

Using my insight into global logistics, sustainable materials, and closed-system manufacturing, I managed the company social media accounts through online post moderation and curation. My skills include the identification and resolution of customer-facing challenges; curating user-generated content; the use of live systems and procedural response pathways; and liaising with customers and influencers regarding company products, advertising, and competitions.

### ● Customer Care Advisor

ASOS.com | Nov 2018 - Sep 2020

As part of the Customer Care team at ASOS I have learnt to deal with a myriad of subjects relating to the smooth running of our online sales and deliveries. It has been my responsibility to provide details on items in stock, delivery timeframes and methods, updates on deliveries and delays; as well as opening and handling investigations with courier and freight companies. I've increased my knowledge and experience of customs matters, online administration and data protection, and have learnt valuable traits such as conflict resolution, case investigation skills and a greater understanding of data protection and fraud issues.

### ● Absence Advisor

FIRSTCARE (GB) LTD | May 2017 - Nov 2018

Working on the frontline for a number of organisations, I was tasked with the administration of the records for absent employees, logging incidents of both a medical and non-medical nature. Whilst a Team Leader, I was responsible for the management of a team of twenty people, who reported direct to me with any issues they might have, as well as carrying out performance reviews, crisis management and helping them return to work after absence. I learnt how to build relationships within the team, as well as how to develop an instant rapport with customers and new starters, helping to put them at ease through difficult processes.

### ● HR Apprentice

Howdens Joinery Co | Feb 2016 - Jan 2017

Undertaking a one-year apprenticeship, my time at Howdens led to an increase in my existing skillset and development of new talents and responsibilities: I became intimately familiar with administration, managing the intake of new employees, acting as webmaster for the department email inbox and fielding queries from both branch and regional managers. As part of my Employee Relations remit, I handled management of sick cases and absences, assisted on disciplinary cases, supported staff on our confidential helpline and aided management with hiring practices.

- **Logistics Operative**

COMPLETE ENTERTAINMENT EXCHANGE SL | Jul 2010 - Feb 2016

As part of the Logistics Operations team, I was responsible for the logging, storing and dispatch of all domestic and international stock for CEX stores. It was also part of my role to notice any security issues or stock discrepancies, as well as detecting and reporting issues with counterfeit stock. In my time at CEX, I learnt key computer literacy abilities, as well as develop strong administration skills and a strong team working ethic.

## **Education & Training**

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2016 - 2017 ● **Acacia Learning**

CIPD Level 3,

2007 - 2010 ● **University of Hull**

Bachelors,