

Rushmila Akhond

Customer Service Advisor

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Languages

English

About

Confident and dedicated individual that has experience in turning excellent service and sales strategies into bottom-line results by maximising customer loyalty. Proven success in generating store revenue and collaborating with team members on improving the work ethic of the team and outcome for customers. My true passion lies in establishing enduring business partnerships and consistently surpassing not only customer expectations and needs but also those of my colleagues. I am committed to providing excellent service ensuring that customers and team members alike benefit from my dedication and professionalism.

BRANDS WORKED WITH

Lloyds Bank

Stradivarius

Experience



Customer Service Advisor

Lloyds Bank | Aug 2023 - Oct 2023

- Accepted cash or money orders deposited by customers.
- Credit customers' accounts and issue receipts and statements.
- Advise customers in opening accounts and performing transactions.
- Collect customer information and input data into the system, ensuring confidentiality at all times.
- Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Adhered strictly to policies and procedures for continued company compliance.
- Observed established privacy regulations in safeguarding client data.



Sales Assistant

Stradivarius | Nov 2021 - Jun 2023

- Assessed customer needs through clear and adaptive communication, anticipating and responding appropriately to queries.
- Processed high-volume credit and cash transactions using Point Of Sales (POS) system.
- Investigated discrepancies between accounting records and cash drawers to implement corrective action, protecting the business' bottom-line.
- Promptly and proactively replenished stock to improve product accessibility for customers.
- Supervised multiple daily stock deliveries to maintain accurate order numbers and inventory records.
- Pitched information about quality, value and style of products to influence buying decisions.
- Continuously built knowledge of current promotions, exchange guidelines, payment policies and security practices, for the benefit of protecting customer loyalty.

Education & Training

2018 - 2021 ● Beal High School

A-Levels,

2013 - 2018 ● Oaks Park High School

GCSE,