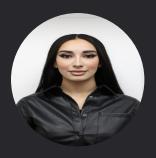
Dweet



Ibtissam Nihad

Stylist

View profile on Dweet

Languages

English

French

Arabic

Russian

About

You With a background in customer service and retail, I've thrived as a Stylist at Jo Malone, excelling in product knowledge and communication. My flexibility enables me to adapt from boutiques to pop-ups, with expertise in luxury goods. Exceptional at delivering customer experiences, I'm ready for my next retail role.

BRANDS WORKED WITH

Exentral

Jo Malone

PRESTON PALACE HOTEL

The Shamrock(Pub)

UPSELLME

Experience

Christmas stylist

Jo Malone | Nov 2023 - Jan 2024

Role Responsibility: Deliver exceptional customer experience, building rapport and exceeding expectations Leverage your communication skills and our exceptional product ranges

Part time BARTENDER

The Shamrock(Pub) | Oct 2022 - Mar 2023

- Retained in-depth bar and menu item knowledge, providing expert recommendations to suit guest taste.
- Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability.
- Maintained spotlessly clean and tidy bar area in line with health and hygiene regulations.

Receptionist

PRESTON PALACE HOTEL | Oct 2022 - Feb 2023

- Greeted incoming customers in professional manner and provided friendly, knowledgeable assistance.
- Screened and verified visitor IDs, maintaining security of personnel and office environment.
- Managed bookings using Booker software to schedule, cancel and re-arrange appointments.
- Provided clerical support to company employees, including copying, faxing and file management.

Call Centre Agent

Exentral | Mar 2021 - Feb 2022

- Recommended call routing strategies, reducing average on-hold times.
- Achieved daily performance targets, aiding department progression towards sales goals.
- Increased client retention by building instant rapport and establishing customer trust.
- Continually updated customer databases, ensuring compliance with GDPR regulations.
- Handled high call volumes with accuracy and efficiency for optimum productivity.

Call Centre Agent

UPSELLME | Mar 2019 - Feb 2021

- Recommended call routing strategies, reducing average on-hold times.
- Achieved daily performance targets, aiding department progression towards sales goals.
- Increased client retention by building instant rapport and establishing customer trust.
- Maintained accurate knowledge of current services to provide informative customer advice.
- Handled high call volumes with accuracy and efficiency for optimum productivity.

• Used outstanding problem-solving and communication skills to appease dissatisfied customers.

Education & Training

2020 - 2024 Taras Shevshenko National University of Kyiv
Diploma of Higher Education, Medicine,,

 Shevchenko National University of Kyiv Master of Education,