



Caleb Adu

Intern at Techlogic

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Languages

English

About

With experience at H&M and Marks & Spencer, I've excelled in providing exceptional customer service and surpassing sales targets. Fluent in English, my strong suit includes adaptability to new technologies, ensuring a seamless shopping experience. Skilled in handling high-volume interactions, especially during peak periods.

BRANDS WORKED WITH

Cricket Green Primary School

D Arts Factory Ltd

H&M

Mark Spencer

NHS Rapid Improvement Agency Ltd

Experience



● Intern

Tech Logic | Mar 2024 - Now

- Assist in marketing calls towards customers whilst being professional and friendly.
- Supervised and training towards CompTIA A+ and Azure Administrator Associate Certificates.



● Customer Sales Advisor

H&M | Sep 2023 - Jan 2024

- By advertising membership bonuses my team surpassed daily averages by 5%
- Managed high volumes of customer interactions, ensuring a positive shopping experience under the Christmas period.
- 100% attendance. responsive to all calls and emails from all departments. Quick at learning and troubleshooting new technologies implemented in the store.

● Account Officer

NHS Rapid Improvement Agency Ltd | May 2021 - Sep 2022

- Utilized Excel for managing end-of-life care data, ensuring accurate data entry for nurses, care drivers, and clients.
- Managed customer and transactional data, providing valuable insights such as monthly trends through data visualization and spreadsheet tools.
- Addressed inquiries from stakeholders, with a commitment to exceptional customer service and professionalism. Maintained a high satisfaction rate by resolving inquiries with a solutions-oriented approach.

● Teaching Assistant

Cricket Green Primary School | Jun 2018 - Aug 2018

- Learned valuable communication skills when interacting with different types of people.
- Understood the value of organisation and initiative when dealing with unique incidents.

● Receptionist

D Arts Factory Ltd | Jul 2017 - Aug 2017

- Responsibilities include managing and assigning customers to appropriate service providers and handling customer queries.
- his role has enhanced my public speaking, multitasking and organisational skills.



● Customer Assistant

Marks & Spencer | Jun 2016 - Jul 2016

- Gained valuable experience in team working and time management.
- Confident in communication and managing many customers' requests.

Education & Training

2018 - 2023 ● **University of Portsmouth**
Economics & Management (Hons), Economics

2016 - 2018 ● **Cambridge Technicals**
Information Technology(L3), IT