



Tomisin Iyere

Customer service

📍 London, UK

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Languages

English

About

Knowledgeable and dedicated customer service professional with extensive experience in this industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

BRANDS WORKED WITH

Event Staffing Agency

NET-A-PORTER

New Wine Church

ZARA

Experience



● Retail Customer Service

ZARA | Jul 2019 - May 2022

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Completed and processed paperwork for new and existing customers needing specialized assistance.
- Operated office-type machinery and binding equipment to efficiently support retail customers. .



● Picking Packer

NET-A-PORTER | Jan 2019 - Sep 2020

- Supported production needs by performing routine tasks using standard procedures and equipment.
- Supported machine operators in setup and operation of production equipment resulting in efficient runs.
- Prepared orders by processing requests, pulled materials from warehouse, packed boxes and prepared shipments.
- Picked products for specific routes and estimated weight, height and center of balance to calculate precise placements.
- Supported production needs by performing routine tasks using standard procedures and equipment
- Inspected products before shipment and upon arrival to maintain best-in-class service quality and high standards of customer service
- Documented production information via daily system logs and discussed issues with management
- Supported machine operators in setup and operation of production equipment resulting in efficient runs
- Graded and packaged finished products, transporting items for additional processing, storage or shipment off-site

● Event Organizer

Event Staffing Agency | Mar 2016 - Mar 2018

- Wrote e-mails, promoted events via social media and drafted phone scripts to recruit volunteers.
- Participated in strategy development and planning to grow organizing program and advance campaigns.
- Coordinated volunteer activities and facilitated distribution of promotional and marketing materials.
- Identified community organizations and leaders to establish and nurture relationships to help build awareness and win reforms for public.



● Receptionist Assistant

New Wine Church | Jan 2011 - Sep 2023

Prepared and maintained master calendar, collecting and disseminating general information.

- Managed multi-line telephone system and greeted claimants during office visits.
- Maintained order and cleanliness of reception area for professional and inviting atmosphere. .
- Answered central telephone system and directed calls accordingly.