



# Adesola Agbede

Customer Service Assistant

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## Languages

English (Fluent)

## About

With a background in fast-paced environments, such as McDonald's and a pharmacy, I've mastered customer service, teamwork, and maintaining health and safety standards. My experience spans greeting to styling, particularly in luxury retail, showcasing my ability to deliver personalised service and maintain store excellence.

### BRANDS WORKED WITH

City of London

Macdonalds' (Greenwich Peninsula Branch)

## Experience

### ● Crew Member

Macdonalds' (Greenwich Peninsula Branch) | Oct 2022 - Nov 2022

Worked with in the team in a fast-paced environment Ability to work under pressure I was able to be patient and friendly with customers that had any issues they had with their food items. I was punctual to every shift that was placed for me. I was able to follow the health and safety guidelines in the work environment.



### ● Pharmacist Assistant

City of London | May 2021 - May 2021

. Worked to protect the privacy of customers and confidentiality of their documents. . Worked to promote an error free and productive Pharmacy department. . Pre-packed, assembled and correctly labeled medicines in preparation for dispensing.

- Assisted pharmacy staff in preparing medications and filling orders. Received incoming supplies and stocked and stocked in correct locations Greeted customers and provided friendly, knowledgeable service. Kept pharmacy counter and related areas clean, neat and organized. Organized deliveries, enabled sufficient, correct drug supplies and safe, efficient delivery processes Checking for out of date items. Dealing with invoices or receipts. Communicating instructions to patient or caregivers.



### ● Customer Service Assistant

City of London | May 2021 - May 2021

- Served as a friendly, hardworking, and punctual employee.
- Organized and prioritized work to complete assignments in a timely, efficient manner. Functioned collaboratively with various partners. Remained committed to adding to my knowledge and skills base.
- Implemented company policies and procedures, including health, safety and security Demonstrated service to customers, creating awareness, interest and sales. Performed in-depth research to answer more complex questions. Evaluated account and service histories to identify trends, using data to mitigate future issues. Collaborated with IT Department to provide quality control for customer service, production and output across IT operations. Being able to find information on the computer and to find and print some documents as instructed Using or producing a spreadsheet(Excel] to be able to understand fully the customer's feedback and information. Meeting the public and visit the local covid-sites to be able to improve the stability of the local residence in Southwark. London