



Santearna Spencer

I am a creative innovative thinker who finds solutions in complex problems

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Languages

English (Fluent)

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About

With robust customer service and communication skills honed at Transport for London, I excel in high-pressure retail environments. Experienced in complaint handling, transactions, and inventory control, I adapt quickly and work effectively with diverse teams to ensure smooth store operations.

BRANDS WORKED WITH

Transport for London

Experience



Assistant

Transport for London | Jun 2022 - Jul 2022

Work experience

Working in transport for London often involves operating under high pressure situations. Whether it's due to unexpected disruptions, tight deadlines, or high passenger volumes, the ability to remain calm and focused under pressure is crucial. Many roles within the organisation require individuals who can think on their feet, adapt to changing circumstances, and make decisions quickly and confidently. By working in transport for London, I had the opportunity to develop my resilience and problem-solving skills. As I also did customer service, station control and manager assistance, relating information to passengers, working with colleagues, clear and concise communication is essential. As such, strong communication skills are highly valued. I had the opportunity to develop my communication skills and contribute to the smooth and efficient running of one of the worlds most busiest railway networks.

Education & Training

2024

Barnet and Southgate College

A Level in Physical Education, biology, business,

2018 - 2023

Kingsford Community School

GCSE in Maths, sociology, geography, English, science, gcse pe , ,