



Neima Yusuf

Customer Service Assistant

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Languages

English (Fluent)

Somali (Fluent)

Arabic (Basic)

About

Experienced Customer Care Assistant with a background at KIKO MILANO and JD Sports Fashion. Skilled in customer service, handling transactions, store maintenance, and resolving queries. Adaptable to various tasks and schedules, ensuring high levels of customer satisfaction.

BRANDS WORKED WITH

KS1 and KS2

KIKO MILANO

Bupa Care

JD Sports Fashion

Specsavers Opticians Hayes

Women's Voices Group

Experience

Tutor

KS1 and KS2 | Oct 2023 - Now

Duties included:

- Tutoring pupils aged 4-11 in KS1 & KS2 in Maths, English and Science
- Tutoring pupils aged 11-18 (GCSE & A-Level) in English Literature, English Language, Psychology and Sociology



Customer service assistant

KIKO MILANO | Apr 2023 - Sep 2023

Duties included:

- Responsible for ensuring that the store is kept organized and maintaining outstanding condition
- Providing high levels of customer service, ensuring that all their needs are met, and that each customer is satisfied
- Administrative duties, such as planning rotas and handling any customer enquiries/complaints
- Managing tills and handling customer transactions

Receptionist

Bupa Care | Jan 2023 - Mar 2023

Duties included:

- Handling queries and complaints via phone, email and in person
- Managing security and telecommunications systems
- Greeting and directing all visitors
- Administration duties

customer assistant

JD Sports Fashion | Aug 2022 - Oct 2022

Duties included:

- Administration tasks, handling phone calls and any customer enquires/complaints
- Working on the shopfloor, ensuring high levels of customer satisfaction through excellent sales service
- Maintaining outstanding store condition and visual merchandising standards
- Assisting with the sales process by maintaining a fully stocked store
- Managing tills and handling customer transactions

Customer Advisor

Specsavers Opticians Hayes | Jun 2022 - Aug 2022

Work Experience Duties included:

- Administrative tasks which allowed me to build my communication and organisation skills
- Calling/messaging customers and reminding them of upcoming appointments
- Supporting daily office duties such as picking up phone calls and booking appointments for customers
- Assisting programme manager with promotional flyers

- Demonstrating my knowledge and expertise to customers and delivering a good level of customer service

- **Volunteer Young Champion**

Women's Voices Group | Jun 2021 - Jul 2021

Duties included:

- Administration duties in the Young Champions activities
- Assisting groups of girls with skills building activities
- Supporting the peer sessions for young girls

Key Results:

Significantly improved my team-working skills and my communication skills by interacting with a variety of diverse people. Learnt how to think critically and methodically, improving my problem-solving skills. Developed a passion for empowering women and encouraging female independence.

Education & Training

2017 - 2022

- **Wells High School**

Dormers,