

Estefania da Silva

Passenger Service Agent

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Languages

English

Portuguese

About

Results-oriented, highly organised, with experience in delivering exceptional service and achieving sales targets. Seeking a challenging role to utilise my strong communication skills and my passion for exceeding customer expectations.

BRANDS WORKED WITH

Azzurra Ground Handling Services Ltd

INDITEX Group

The Dolls London

Experience

● Receptionist & Admin assistant

The Dolls London | Jun 2021 - Apr 2023

- The Dolls London is a luxury Aesthetics Clinic based in Knightsbridge, as the first point of contact with clients, a role that I took with a lot of responsibility and pride, always very aware that my conduct had to always reflect the company's high standards of customer satisfaction expected in the luxury sector. During my time here I took the time to learn about the products and services to be able to confidently recommend and advise clients in a friendly and professional manner.
- Created monthly sales reports and assisted office Manager with some light book-keeping tasks and preparing invoices for VAT returns.
- Operated cash register, credit card machine, and other electronic equipment accurately and efficiently, logged end of day reports.
- Assisted customers with bookings and purchasing homecare by providing product information.
- Worked with managers to develop and implement strategies for cost savings and resource optimisation, conducted regular stock inventory and management, liaising with suppliers to place orders.
- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner.

● Sales Assistant

INDITEX Group | Sep 2020 - Mar 2021

- As part of my role, I assisted customers in purchasing merchandise, providing product knowledge and recommendations to meet their specific needs.
- Collaborated with team members to maintain a well-organized and visually appealing store environment.
- Assisted in inventory management, including receiving and stocking merchandise and ensuring accurate pricing.

● Passenger Service Assistant

Azzurra Ground Handling Services Ltd | Jun 2018 - Jul 2020

- My role consisted in assisting clients with checking into their flights while providing outstanding customer service, ensuring that passenger needs were met and that their overall flight experience was pleasant.
- Working as part of a team to help achieve company goals and targets. Working in a customer facing role was a great opportunity to grow my confidence and skills in performing well and keeping a positive attitude while working in a fast paced environment and often in stressful situations.

Education & Training

2021 - 2023

● Middlesex University

BA International Business,,

2009 - 2012

● Virgilio Ferreira Secondary School

Socioeconomics,,

