

Djelly Myriam Madou

Customer Service Assistant

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Languages

- French
- English



About

As an experienced customer service professional with three years of experience, I am highly motivated and target-driven, with exceptional attention to detail and follow-up skills. I am reliable, organized, I can work effectively both as a team player and autonomously. I thrive under pressure and excel at providing exceptional customer experiences. With a confident and enthusiastic attitude, I am eager to take on new challenges and bring my skills to the next level.

BRANDS WORKED WITH

- Euro Disneyland
- Kinougardes
- La Poste
- MASTER OF TOUCHES SPA
- QUEEN ESTHER SPA

Experience

- Beautician**
 MASTER OF TOUCHES SPA | Apr 2021 - Sep 2022
 Carry out reception duties Handling telephone enquiries ,booking clients in and dealing with customer queries Face and Body care Pedicure and Manicure Store Opening/ Closing Maintain the cleanliness and hygiene of the salon Taking Payment Communicate with customers about possible issues
- Trainee Beautician**
 QUEEN ESTHER SPA | Sep 2020 - Dec 2020
 Carry out reception duties Handling telephone enquiries, booking clients in and dealing with customer queries Beauty treatment training
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Customer services assistant
 La Poste | Aug 2020 - Sep 2020
 Receipt and arranging the despatch of parcels Weighing and measuring parcels and letters, working out postage costs and selling stamps Using computer Ensuring that the shop is clean and tidy and that stock is displayed appropriately Taking payment with card machine
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Customer services assistant
 La Poste | Jul 2019 - Aug 2019
 Receipt and arranging the despatch of parcels Weighing and measuring parcels and letters, working out postage costs and selling stamps Ensuring that the shop is clean and tidy and that stock is displayed appropriately
- Kinougardes** | Feb 2019 - Jul 2019
 Doing fun activities such as games reading. Helping children with homework and school projects Picking up child from school, accompanying to sport activities preparing food
 Work experience
- Waitress**
 Euro Disneyland | Dec 2018

Education & Training

- 2021 - 2023 ● **STC Apprenticeship**
 LEVEL 2 and 3 Beauty therapy,

