



Ronalrigan Rai

Customer Service Assistant

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Languages

English (Native)

Nepali (Native)

About

I have experience as a Customer Care Assistant at Morrison's and Sainsbury's, excelling in customer service, product replenishment, and shop floor organisation. I am adaptable to fast-paced retail environments and committed to enhancing the customer experience during peak periods.

BRANDS WORKED WITH

- Lloyds Banking Group
- Morrison's
- Sainsbury's
- Jenner Ltd

Experience



Risk Analyst

Lloyds Banking Group | Jul 2022 - Jul 2023

- Analysed and calibrated prudential impairment models quarterly using SAS and Python, ensuring IFRS9 and SOX compliance.
- Authored comprehensive annual validation papers and introduced an enhanced Internal Capital Adequacy Assessment Process guide, approved by the independent model validation team.
- Integrated regulatory requirements into models to enhance risk assessment accuracy.
- Coordinated and chaired monthly team meetings for the London Risk Division, fostering team collaboration and alignment.
- Regularly prepared, assessed, and addressed queries from external auditing companies.

Customer Service Assistant

Morrison's | Jul 2020 - Sep 2020

- Collaborated with multiple store departments during high-stress periods, gaining insights into key products driving each department.
- Collaborated with café preparation, shop floor organisation, and product replenishment, ensuring a seamless customer experience.



Customer Service Assistant

Sainsbury's | Jun 2018 - Jun 2019

- Interacted with customers, handled challenges, and provided effective solutions.
- Maintained excellent customer service, especially during peak periods like Christmas.



Banking Assistant

Lloyds Banking Group | Jun 2019 - Jun 2019

- Shadowed Banking Consultant, Mortgage Adviser, and Branch Manager, gaining comprehensive insights into credit assessment and leadership.
- Managed with customer queries and transactions, ensuring exceptional customer service.

Surveyor

Jenner Ltd | Jul 2017 - Jul 2017

- Assessed the financial impact and profitability of a local construction project.
- Calculated project budgets and informed contractors of supply needs, ensuring project efficiency and cost-effectiveness.

Education & Training

- 2020 - 2024 ● Queen Mary University of London (QMUL),

2018 - 2020 ● **The Harvey Grammar School 6th Form**
Bachelor of Science,

2013 - 2018 ● **The Harvey Grammar School**
11 GCSEs (A-D),,