



# Izza Mir

CUSTOMER SERVICE AND AD-  
MINISTRATOR OFFICER

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## Languages

English (Fluent)

Urdu (Native)

Hindi (Fluent)

## About

With extensive retail experience at HomeSense and Harrods, I excel in customer service, sales transactions, and inventory management. Known for my adaptability and professional manner, I'm seeking a flexible sales associate position to utilise my skills in dynamic environments.

### BRANDS WORKED WITH

Just Eat Head Office

The Entertainer, Head Office

NHS 119 Campaign, Concentrix Ltd

Ilbert Consultancy Services Ltd

HomeSense

Harrods

## Experience

### ● Device Support Advisor

Just Eat Head Office | Jan 2022 - Oct 2022

- Working with the Onboarding team to ensure new corporate partners are fully registered with an active account
- Establishing an initial relationship with corporate partners to better understand their needs and requirements
- Working with Onboarding, Customer Services, Supply Chain, Logistics teams to ensure operational arrangements are fully in place
- Provided technical support and troubleshooting assistance to corporate partners who used the company platform on their devices
- Zendesk software for ticketing to support team with customers by telephone and email
- Single point of contact for queries for device compatibility, software updates and application functionalities
- Knowledge of various devices and operating systems with strong communication of technical information
- Escalating complex technical issues to higher-level support teams for resolution
- Managing inventory and coordinating with other departments to ensure devices are configured and deployed
- Training new employees on how to use devices and software
- Inducting new employees including of other teams with a start-to-end of the process
- KPIs evaluate performance and effectiveness of service process including Interaction, Communication and Problem Solving

### ● Customer Services Administrator

The Entertainer, Head Office | Oct 2021 - Dec 2021

- Zendesk software to support and assist customers by dealing with enquiries such as payments and deliveries, resolving issues, and providing technical support by telephone, email and live chat
- Working as part of a team to support UK and international branches but also independently to ensure customer enquiries are addressed within the standard timeline
- Logging late and wrong deliveries by the Courier as well as other complaints
- Escalating logistics and delivery issues with Courier companies
- Liaising with charities to dispatch merchandise to under privileged children and to sponsor events
- Prioritising projects by season including Halloween and Christmas
- Ensuring GDPR compliance

### ● Customer Service Advisor

NHS 119 Campaign, Concentrix Ltd | Feb 2021 - Oct 2021

- Initial point of contact for the public to achieve first call resolution, coronavirus testing advice and bookings
- Completing clarity and identification validity checks
- Conducting checks on NHS medical records
- Advising on drive-through and walk-through centres with available ap-

pointments

- Advising on exceptional circumstances to fast-track vaccinations or referrals to GP
- Note taking on each and every call for audit purposes and for any follow-up telephone calls

### ● Personal Assistant

Ilbert Consultancy Services Ltd | Jan 2019 - Jan 2021

- Onboarding of new staff including their IT equipment, payslips and relevant registrations
- Calendar management including organising and planning meetings
- Helping draft bids for consulting services to clients within the public sector
- Registering revenue and invoices for accounts on Excel for the Accountant to review and file with HMRC
- Sorting and distributing incoming post and organising and sending outgoing post



### ● Sales Associate (temp)

HomeSense | May 2018 - Dec 2018

- Resolving product or service problems by clarifying customer complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment
- Handling complaints, provide appropriate solutions and alternatives within the time limits and follow up resolution
- Inventory management to price new products and promote under-selling ones at clearance
- Shop floor and window layout changes on a weekly basis to display and promote merchandise
- Customer service including cashier duties to process payment transactions, refunds, exchanges and vouchers and assist customers with queries and product advice

### ● Sales Associate

Harrods | Feb 2018 - May 2018

- Greeting customers, and addressing their questions and queries
- Assisting customers effectively by solving customer disputes
- Operating counter to process payment transactions in card, foreign currencies and Ali Pay
- Maintaining an orderly appearance of counters in the shop floor and ensuring sufficient inventory

### ● Customer Service

lexi cinema | Nov 2015 - Nov 2016

Lexi Cinema (social enterprise), Kensal Rise, London

- Co-ordinating parties, book and product launches at venue
- Ensuring technical equipment was in working order
- Checking inventory and re-ordering

### ● Personal Assistant

Ilbert Consultancy Services Ltd | Feb 2015 - Feb 2018

- Onboarding of new staff including inductions, policies and start-up equipment
- Screening and directing phone calls and distributing correspondence
- Monitoring the Managing Director's email and responding accordingly
- Calendar management including organising and planning meetings
- Logging invoices and expenses for the Accountant
- Inventory management of office equipment and stationery

## Education & Training

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2016 - 2017

### ● The Hypnotherapy Training Company

Certificate in Hypnotherapy,

- 2011 - 2013 ● **University of Punjab**  
Bachelor of Arts in Applied Psychology,
- 2009 - 2011 ● **Jhelum College**  
FSc in Pre-Medical Science,
- 2004 - 2009 ● **F.G. Girls Secondary School**  
Matriculation,
- 2016 ● **the Mary Ward Centre**  
Certificate in Graphic Design (InDesign, Illustrator and Photoshop),