



Edgar Agostinho

Customer Service Assistant

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Languages

English

Portuguese

About

Highly motivated and competitive individual with a strong desire to continuously learn and expand business knowledge. Confident and prepared to pursue a Business & Marketing degree, leveraging academic experiences to drive success. Hard-working, energetic, and enthusiastic about achieving goals. Thrives in both team-oriented and independent work environments. Committed to delivering high-quality results without cutting corners. Possesses a perfectionist mindset, resourcefulness, leadership skills, and approachability. Passionate about the field of Business & Marketing, my decision to pursue a degree in this area has been further strengthened by my unwavering motivation. As a creative, alert, and hardworking individual, I possess the ability to intuitively approach studying with a pragmatic mindset.

BRANDS WORKED WITH

- Amazon UK Services Ltd
- CEO Cheaper Abroad
- Harrods
- MANGO
- TESCO SUPERSTORE

Experience



● Sales Assistant

MANGO | Jul 2022 - Jul 2023

Sales Assistant at Mango, responsible for creating a welcoming atmosphere and ensuring customer satisfaction. Works collaboratively within a dynamic team, emphasizing a passion for fashion. Well-presented and articulate, with a proven track record of delivering exceptional customer service in a friendly and professional manner.

Experienced professional thriving in a fast-paced work environment, emphasizing teamwork, excellent communication, and organizational skills. Highly motivated and target-driven, consistently contributing innovative ideas to drive team success. Experienced professional with a strong skill set in customer service, shop floor replenishment, health and safety compliance, policy adherence, and cross-functional team support.

Experienced professional skilled in managing customer complaints to achieve satisfactory resolutions, with the ability to escalate issues to the store manager when necessary. Proficient in managing the checkout process, including processing orders, refund and credit notes, and handling transactions using both cash and card methods.

- Extensive knowledge of general fashion trends and developments in the luxury market.
- Successfully managed customer complaints, ensuring timely and satisfactory resolutions.
- Proficiently managed the checkout process, processing orders, refund, and credit notes.
- Genuine passion for fashion and luxury products, demonstrated through customer interactions.



● Personal Online Assistant

Harrods | Apr 2020 - Mar 2022

Experienced Personal Online Assistant at Harrods, demonstrating a strong track record as a flexible team player with exceptional communication skills, a friendly and approachable attitude, and the confidence to handle typical situations in a customer service environment. Personal Online Assistant in the fashion industry, known for a proactive "can-do" mindset, embracing new challenges, and possessing a strong drive to achieve results.

Experienced professional skilled in providing an exceptional customer experience to cultivate a loyal clientele. Responsible for delivering outstanding service by warmly greeting and assisting customers upon their entry into the store. Demonstrates a deep knowledge of fashion trends and developments in the luxury market, showcasing a genuine passion for fashion and luxury products.

- Demonstrated a genuine passion for fashion and luxury products.
- Maintained up-to-date knowledge of industry trends and developments to better serve customers.

● Customers Service Assistant

TESCO SUPERSTORE | Nov 2017 - Dec 2019

Customer Service Assistant at Tesco Superstore, offering a friendly and dedicated approach to delivering exceptional service experiences to customers. Possesses over 2 years of experience in creating memorable interactions. Passionate about customer service, building professional relationships, and providing ongoing support to drive sales.

Experienced professional skilled in providing shopping advice, locating products, and delivering exceptional customer experiences. Known for resolving customer concerns with empathy and patience, resulting in memorable interactions. Efficiently accelerated the checkout process by scanning items and completing transactions within 1-3 minutes. Proactively offered discounts, informed customers about promotional campaigns, and significantly increased repeat business by 80% .

- Shopping advice: Proficient in providing guidance to clients and assisting in locating desired products.
- Problem-solving: Demonstrates the ability to resolve customer concerns and find satisfactory solutions.
- Effective communication: Able to convey information clearly and professionally to customers and team members.

● Retail Assistant

Amazon UK Services Ltd | Oct 2015 - Apr 2017

Highly motivated professional who thrives in a team environment, dedicated to ensuring that the store I work in consistently meets and exceeds its targets. Committed to contributing to the success of the team and achieving exceptional results.

Dedicated professional committed to Amazon's mission of delivering unparalleled customer experiences. Skilled in actively listening to customers, providing relevant solutions and guidance. Accurately addresses product and service inquiries, offering recommendations on additional offerings. Proficient in resolving complex customer issues while educating customers on problem-solving techniques and available platform resources.

- Teamwork: Excels in collaborative team environments, fostering positive relationships and working towards shared goals.
- Problem-solving: Capable of analysing challenges and finding effective solutions to ensure target attainment.
- Results-focused: Maintains a strong focus on achieving desired outcomes and driving success.
- Adaptability: Quickly adjusts to changing circumstances and embraces new challenges.

● Affiliate Marketing

CEO Cheaper Abroad | Sep 2010 - Apr 2014

Experienced Affiliate Marketer with a proven track record of managing online marketing campaigns from conception to execution. Skilled in developing marketing and promotional plans for various programs. Collaborates with marketing teams to brainstorm and implement effective promotional strategies. Designs and implements successful affiliate marketing programs, establishing and nurturing mutually beneficial relationships with affiliates.

Results-oriented professional with a strong ability to approve promotional items developed by the marketing team and coordinate with clients to determine marketing goals. Skilled in building and strengthening relationships with customers from diverse backgrounds, effectively putting them at ease and ensuring exceptional customer experiences.

- Cultural competence: Deals effectively with individuals from different nationalities and backgrounds.
- Interpersonal skills: Capable of adapting to different personalities and fostering positive relationships.
- Relationship building: Establishes and nurtures mutually beneficial relationships with affiliates.
- Relationship building: Demonstrates a strong ability to build and strengthen relationships with customers. Built and strengthened relationships with customers from diverse backgrounds.

Education & Training

2016 - 2019 ● **De Montfort University**

BA (Hone) Business and Marketing,

2007 - 2014 ● **St Thomas More Catholic School and Specialist Sports College.**

BTEC Level 3 Extended Diploma: Business (D DD) and IT (D D) BTEC Level 2 Diploma: Business (M) and IT (M),