



Elan Kerung

Customer Advisor

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Languages

English (Fluent)

Hindi (Fluent)

Nepali (Native)

About

Experienced Customer Care Assistant with over 5 years in retail. Proficient in customer service, achieving sales targets, and handling complaints. Adaptable to various environments including high street and luxury stores. Skilled in product assistance, stock management, and team support.

BRANDS WORKED WITH

Selfridges

Massimo Dutti

UNIQLO

Experience



● Customer's assistant

Massimo Dutti | Jan 2021 - Jan 2024

- Provided excellent customer service at all times
- Assisted customers with finding suitable products and checked availability in RFID System
- Maintained a friendly manner and calm, positive demeanor when handling complaints
- Achieves personal and store KPIs, consistently exceeding key performance indicators, and individual and store targets



● Customer service advisor

UNIQLO | Jan 2018 - Jan 2021

- Delivers an excellent customer experience, helping customers choose the right product and/or service for their requirements
- Conducting problem solving and troubleshooting, maintaining shopfloor standards
- Providing technical help to colleagues if required, cashing up and stock-taking
- Recognised as employee of the month for outstanding performance

● Chef assistant

| Mar 2014 - Jun 2014

Il have also had the chance to work as a Bartender and waiting staff for nearly 2 years in fast pace restaurants around north west London.