



Daphne Bikaba

Online customer service advisor

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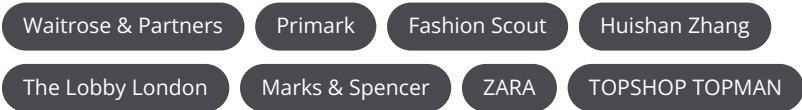
Languages

English (Native)

About

A proactive and solution-focused Customer Service Associate with five years experience in retail. A skilled liaison with first class communication that works collaboratively to successfully deliver strategies which strengthen consumer- brand relationships whilst achieving business goals. Seeking a full time position to expand on current skillset.

BRANDS WORKED WITH



Experience



● Online Customer & Replenishment Assistant

Waitrose & Partners | Dec 2020 - Jan 2024

-Acted as a brand ambassador by representing Waitrose values, assisting over 500 online customers weekly from pre to post sale.

-Ensured appropriate guidelines were followed in order to protect the confidentiality of customer's personal data.

- Managed all telephone and email correspondence related to scheduled click & collect orders, handling an average of 50 calls & emails per day. Effectively managed communication with customers regarding the status of orders/back in stock & ensured smooth processing of collections. This led to 94% customer satisfaction score and 25% increase in repeat customers due to a seamless online shopping experience.

-Operated the BSM tool (branch stock management) daily to collect stockroom sales data (low/out of stock/off sale) to feedback to warehouse operatives in order to maintain accurate inventory levels (esp during seasonal/promotional activity), contributing to a 30% increase in shop floor sales availability.

- Liaised daily with third party warehouse operatives/HGV drivers to ensure timely delivery of stockroom inventories in preparation for replenishment. Coordinated with external partners to maintain a smooth flow of inventory for online grocery orders & monitored delivery schedules, resolving any issues in order to prevent delays in order fulfillment. This resulted in 98% on-time delivery rates and a reduction in online refunds by 95% due to increased product availability & fewer substitutes being dispatched.



● Customer Service Assistant

Primark | Dec 2017 - Jun 2019

-Acted as a first point of contact in welcoming over 100 customers daily across all touchpoints, building relationships on a first name basis.

-Managed all incoming telephone communications relating to store item checks & liaised between stockroom assistants in feeding back to customers available in stock information. -Participated in daily managerial team briefings, updating knowledge on all inventories & new product lines.

Managed all enquiries and upselling pre purchases through personable interactions, exceeding womenswear sale targets by £7,000.

-Led the after-sales processes of exchanges, refunds and returns, implementing charge backs in line with company guidelines.

- Assisted customers with size enquiries, locating items and provided personalized product information throughout the customer journey, maintaining a 92% customer satisfaction rate consecutively for five weeks.

-Coordinated with warehouse operatives and visual merchandisers, for delivery updates and times frames on product replenishment.

-Participated in stock take, conducting cycle counts to manage & control inventory accurately using appropriate data systems.

Oversaw the smooth running of the cash office by compiling sales reports

in preparation for managerial meetings, investigating and reconciling financial irregularities, processing bank deposits of up to £52,000 with third party couriers.



- **Front of house volunteer**

Fashion Scout | Sep 2017 - Sep 2017



- **London Fashion Week Intern**

Huishan Zhang | Sep 2015 - Sep 2015

- **London Collections: Menswear Intern**

The Lobby London | Sep 2015 - Sep 2015



- **Customer Assistant**

Marks & Spencer | Mar 2013 - Sep 2013



- **Sales Assistant**

ZARA | Jun 2012 - Jun 2012

- **Sales Assistant**

TOPSHOP TOPMAN | Oct 2010 - Apr 2011

Education & Training

- **University of Central Lancashire**

Bachelor's degree,