

Katherine Gaby

email: KLGaby27@gmail.com

Age: 52

Personal Statement:

I enjoy working in customer facing positions to make sure I give the customer priority. Effective use of great customer service is essential and I showed this in my position in a call centre and as a retail assistant to achieve KPIs.

My personal strengths are communication and creativity and are the foundations of my approach to work and I am searching for a new position in London.

Skills and Achievements:

I used technology to research information for the customer to make their purchase, to ensure good feedback and that the customer would like to return to the shop again.

While participating in promotions and events, I achieved sales and attracted new customers to the store.

Accepting calls in a call centre, and using customer service techniques to satisfy each caller, I managed to answer over 70 calls each day.

Employment History:

Admissions and Retail Assistant

April 2023 - Present

Retail, customer service

Guest Excellence Host

August 2021 - October 2022

Customer Service in a call centre, answering calls, email and live chat.

Office Assistant

September - October 2020

Preparing quotations, filing and office duties.

Consultant

September 2018 - August 2020

Customer service, using the till, display of stock.

Customer Services Assistant

June - July 2018

Cashier duties, serving drinks and snacks.

Colleague

December 2014 - January 2018

Cashier duties, replenishment of stock.

Administrator

February - March 2013

Reception, taking payments, banking.

Accounts Assistant

February 2001 - December 2004

Purchase Ledger Clerk

June 1999 - November 2000

Education:

Food Safety Level 1

OCR Manual Bookkeeping, Computerised Bookkeeping, Dec 2011 - Feb 2012

'O' Levels English Literature, English Language and Art