

CONTACT



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CF144NN

CORINA CERNAT

CUSTOMER SERVICE ADVISOR

ABOUT ME

A highly motivated individual and quick learner who is used to working well in an international growing company. Excellent numerical skills and proven abilities in working as a team, handling multiple tasks, great adaptability to any company's environment. Versatile skill set with experience in customer service, call centres, sales, recruitment, and online shop projects.

KEY ACHIEVEMENTS

- **Graduated Level 4 Skills for the Workplace with a Distinction**
- **Successfully achieved weekly targets of high-volume recruitment for customer service roles.**
- **Successfully created and managed complex databases with product features in two languages.**
- **Developed an online configurator for custom made products.**

EDUCATION

BA Developing Leadership & Management

University of Wales Trinity St David
Cardiff
2022-Present

Certificate in Higher Education Skills for the Workplace Distinction

University of Wales Trinity St David
Cardiff
2020-2021

Business Management Diploma

University Alexandru Ioan Cuza, Iasi
Romania
2005-2006

IT & Mathematics Certificate

Gheorghe Rosca Codreanu College
Burlad, Romania
2001-2005

EXPERIENCE

Customer service advisor

British Gas

September 2014-May 2017 & April 2018-Present

- Taking inbound calls regarding insurance claims
- Booking appointments for engineers
- Promoting the company's products and generating sales to achieve daily targets and generate revenue.
- Floorwalking and helping new starter agents during October 2016-February 2017 when I had to offer them support after finishing their training and taking the first calls.
- Assisting new agents with complex queries, raising complaints, and taking escalations when required
- Following the correct procedure regarding handling complaints to make sure they are dealt with by the correct department.
- Identifying vulnerable customers and override appointments

Recruitment Consultant

British Gas

June 2017- March 2018

- Handled the recruitment process for the Customer Service role.
- Attracted suitable candidates thorough job search websites, recruitment agencies, social media, employee referrals.
- Analysed CV's and pre-screened job applicants over the phone
- Interviewed job candidates and assessed their skills and knowledge during the assessment centre.
- Completed new employee paperwork.
- Provided recruitment reports to the Operations and HR departments
- Attended job fairs and promoted the company and the new employment opportunities.
- Exceeded weekly targets.

SKILLS

- Strong numerical and analytical skills
- Resilient
- Attention to detail
- Report writing
- Problem solving
- Excellent customer service skills
- Critical thinking
- Able to work well under pressure and unsupervised.
- Good organisational skills and able to meet deadlines.
- Good team working skills
- Digital skills- MS Office, Canva, Google Analytics, SAP, SPSS

LANGUAGES

Romanian	
English	
Spanish	
Italian	

HOBBIES & INTERESTS

- Reading
- Travelling
- Swimming
- Foreign languages

REFERENCES

Paul Crocker
paul.crocker1@britishgas.co.uk
Farah Hussein
farah.hussein@britishgas.co.uk

EXPERIENCE

Website Administrator

Sophia Concept

March 2014-August 2014

- Uploaded, edited photos, videos, and product description.
- Reviewed or updated web page content or links in a timely manner, using appropriate tools.
- Updated stock levels according to reports received from various departments.
- Maintained the online marketing plan for the website.
- Planned, defined, and implemented website changes.
- Updated internal databases with key information.
- Collaborated with development teams to discuss, analyse, or resolve usability issues.
- Tracked and analysed web site usage data.
- Reported technical problems to IT support staff.

Project Assistant

Sophia Concept

September 2013-March 2014

- Collected information from the company's departments for the projects.
- Developed complex database with product features in two languages.
- Determined prices in different currencies for products according to their features.
- Developed an online configurator for custom made products.
- Developed schedules and tracked project through completion.

Sales Consultant

Sophia Concept

July 2009-August 2013

- Offered expert advice to customers regarding products.
- Processed orders for custom made products.
- Attended international trade fairs.
- Used the stock management system to log, check, locate and move stock both in and out of the store.
- Managed cash and payment systems in accordance with company procedures and policies.

Shop Assistant

Family business

June 2006-July 2009

- Assisted my parents with the daily activities in running the family shop.
- Kept records of sales and expenditures.
- Monitored stocks and appearance of the store.
- Addressed customer requests or complaints.