

Ms Audrey

E-mail: 2513101@student.uwtsd.ac.uk

Profile:

A customer orientated person with experience providing a professional service, guidance and advise to customers via email or over the phone. My recent experience was with the Screwfix company that enabled me to sharpen my communication skills and learn more about de-escalating situations to find solutions for all the customers and learn new technology tools. Constantly meeting weekly and monthly targets with a proven track record. I am currently looking for a new Customer engagement/Customer service role.

Skills:

- Customer satisfaction
- Sales and inventory management
- Conflict management
- Team Management

Experience:

Screwfix UK, London

Customer Service Advisor (remote)

May 2022 to present

- Responding to all customer queries and providing a resolution including, processing refunds and exchanges, chasing deliveries and answering product enquiries. Handling of escalations,
- Responding to French customer service enquiries through both voice and non-voice contacts into the French Customer Services Team and delivering the highest level of customer service maintaining communication between all parties involved throughout the process until through.
- Taking ownership of customer enquiries and liaising with English and French third parties to resolve the customer enquiry.

Customer Assistant

June 2021 to April 2022

- Attending customers' orders and customers delivery over the phone and in-person
- Managing warehouse fulfilment
- Avril 2022/ Present Bilingual Customer Service Representative for Screwfix for UK and France
- Attending Weekly Operations Teams Video Meeting with Team Leaders and Head of department in France and UK to reinforce good sales and communication practices.
- Advising and answering questions over the phone and through emails in regard to navigating the official Screwfix website and issues on orders for either a refund or replacement.
- Making sure that weekly or monthly emails targets are reached to boost productivity and increase revenue for the company

Eclectic Café Lounge Bar, Gabon, Co-founder/Owner January 2020 to March 2021

- Full design responsibility and in charge for the interior design of the Bar Lounge
- Recruitment, hiring and training of staff
- First point of contact for all VIP clients.

Next (Victoria Place Branch), London Visual Manager August 2011 to June 2019

- Acted as operations manager while liaising between the Headquarters and the Management
- Conducted team and staff members annual reviews, monitored progress and target achievements and reported to Headquarter
- Responsible for team training and coaching
- Implemented new strategies for upcoming seasons
- Managed the inventory in the Women section
- Dealt with online sales made via our website through internal platforms and their resolutions
- Reviewed sales and promotions strategies on new products to attain brand target
- In charge of a team of 10 staff for the opening of a sister shop in London Westfield's Stratford in 2014

Next (Charing Cross/Strand Branch). London, Floor supervisor October 2008 to July 2011

- Part of the team in charge of the organisation and implementation of new projects and concepts in regard to the Next brand
- Designed floor visual in seasonal changes and brand visual standards for the woman section
- Performed staff annual individual reviews

The Perfume Shop, Sale assistant, London November 2006 to September 2008

- In charge of the opening and closing times of the shop during the weekend
- In charge of all payments and refund
- In charge of dealing with customers complaints and all the special delivery
- Sales and customer advice on new products

Education:

- **CERTHE business skills for the workplace**

University of Wales trinity saint David

- Conflict Management with emphasis on VIP and difficult customers
- Sales strategies tips
- Good to Great (advanced customer service)
- Soft skills training (Basic of customer service)

Languages:

French (Native), English (Fluent)

Software skills:

MS Office, MS Dynamics 365, CX One, Adobe Commerce (Magento)

Interest:

Architecture; Art; Design; Travel; Music

Art

Design

Travels

Reference available on request

Audrey Aboueu

Gravesend, Kent

Dear Hiring Manager,

Re: Customer Service / Duty Manager / Customer Service Manager

I am writing to apply for a Customer Service or Duty Manager role within your organisation. With nearly two decades of experience in retail and customer service — including my current position as a Bilingual Customer Service Advisor at Screwfix UK which fit your requirement and allow me to communicate both with client and staff member. I have built a strong track record of delivering excellent customer experiences, managing escalations, and consistently meeting targets.

My background spans team leadership, operations, and frontline customer service. As a Visual Manager at Next for eight years, I led a team of ten and supported the opening of a new London store. I am also bilingual in English and French, proficient in MS Dynamics 365, CX One, and Adobe Commerce, and available to start immediately.

I would love the opportunity to bring my skills and enthusiasm to your team. Please find my CV attached — I look forward to hearing from you.

Yours faithfully,

Audrey Aboueu

The role:

- Act as the main point of contact for customers, providing excellent service and support
- Respond to customer enquiries via phone, email, chat, and online platforms
- Process customer orders and provide updates on delivery schedules and order status
- Resolve customer issues and complaints, coordinating with internal teams as required
- Prepare quotations, maintain pricing information and follow up on outstanding quotes
- Maintain accurate customer records and manage information across internal systems
- Support customers with online portal access, order changes and account-related requests
- Collaborate with colleagues and cross-functional teams to improve processes and ensure a positive customer experience

The candidate:

- ***Fluent in French (written and spoken) essential***
- ***Customer service experience required***
- Excellent verbal and written communication skills,
- Strong problem-solving abilities and confidence handling complex customer enquiries.
- Proactive, organised and able to manage multiple priorities in a fast-paced environment

The role is a full-time position, Monday to Friday, 9am to 5pm.

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French speaking Customer Service Coordinator

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Job details

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Job type

Permanent

Full-time

Benefits

Pulled from the full job description

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