

Persida Saicu

Summary

Customer-focused professional with comprehensive experience in delivering exceptional service and building positive relationships. Demonstrates strong teamwork and effective communication skills while adapting quickly to challenges. Specialises in problem resolution and enhancing customer experiences. Committed to professional growth and contributing to a positive team environment. Motivated student pursuing a Certificate of Higher Education in Business, demonstrating strong communication and problem-solving skills. Eager to learn and adapt in a collaborative environment, contributing positively to team dynamics and enhancing customer experiences. Committed to applying educational knowledge to real-world challenges and fostering professional growth.

Experience

Customer Assistant 02/2023 - Current
Asda, Coventry

Addressed customer service enquires quickly and accurately.
Handled customer complaints with empathy and patience, offering practical solutions to retain goodwill and foster positive relationships.
Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
Worked as team member, performing cashier duties, product assistance and cleaning.
Supported stock management tasks, including inventory checks and replenishing shelves to maintain optimal product availability.

Skills

- Customer service
 - Team collaboration
 - Conflict resolution
- Sales support
 - Product knowledge
 - Problem resolution
- Time management
 - Communication

Education

Certificate of Higher Education, Bussines
University of Wales Trinity Saint David, Birmingham
January 2025 - Current

- Bussines Academic Achievement Award

Languages

English: C1

Advanced