

Martin James

CUSTOMER SERVICE

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SUMMARY

Highly organized and diligent has been working in customer service orientation to contribute smooth and productive operations. Collaborate cross-functionally across organizational levels to build consensus, track benchmark achievement, and troubleshoot emerging issues.

EXPERIENCE

Natural Executive

Big Mart International *Mar 2018 - Present*

- Approaching customers and offering them advice on products to persuade them to buy.
- Deal with complaints in a patient and helpful manner.
- Go the “extra mile” to meet targets.
- Deal with complaints in a patient and helpful manner.

Barista

BG Coffee Company *Feb 2017 - Feb 2018*

- Prepare coffee and tea beverages for customers.
- Recommend the coffeehouse’s products to undecided customers.
- Clean and maintain the store during downtime as needed.
- Ensure that you are adhering to food safety procedures at all times.
- Cash handling and accurately record customer order information.
- Resolve customer complaints quickly and efficiently as they arise.

Sales Assistant

Cotton On Group *Jan 2016 - Jun 2016*

- Informing customers of shop promotions to encourage purchases and assisting customers in locating desired shop items.
- Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed.
- Processing customer payments using the shop's Point of Sale (POS) system.
- Addressing and resolving customers complaints in a professional manner.
- Receiving, processing, and organizing shipments and deliveries accordingly.
- Performing end-of-day cleaning duties, which includes wiping down windows, mirrors, and fixtures as well as sweeping and mopping the shop floor.

Customer Service Executive

Dellon Company *Jan 2015 - Dec 2015*

- Following your company’s communication procedures and policies.
- Handle a high volume of calls.
- Dealing with customer complaints and identifying and assessing a customer’s needs to ensure they are satisfied.
- Keeping detailed records of customer interactions and being in charge of customer account details.

Sandwich Artist

Subway *Oct 2014 - Jan 2015*

- Prepares food neatly, accurately and in a timely manner.
- Demonstrates a complete understanding of menu items and explains it to guests accurately. Exhibits a cheerful and helpful manner when dealing with guests.
- Checks products in sandwich unit area and restocks items to ensure a sufficient supply throughout the shift.
- Cleans as directed.
- Greets guests and prepares their orders, uses Point of Sale system/cash register to record their order, collects

payment from guests and makes change.

- Understands and adheres to all quality standards, formulas and procedures.
- Accounts for cash flow and inventory during the shift.
- Understands and adheres to proper food handling, safety and sanitization standards while preparing food, servicing food and clean up.
- Maintains professional appearance and grooming standards as outlined in the Operations Manual.
- Performs light paperwork duties as assigned.
- Completes online coursework on the University of Subway® as directed.
- Complete all other assigned duties or tasks

Selling Assistant

Restock Mart *Oct 2013 - Sep 2014*

- Restock and replenish inventory and supplies.
- Comply with all food and beverage regulations.
- Stay guest focused and nurture an excellent guest experience.
- Interacting with customers, taking orders and serving snacks and drinks.

Restaurant Crew

Good Food Restro *Jul 2010 - Sep 2013*

- Greet customers who enter the restaurant, take customer orders and serve food to customers.
- Respond to customer complaints and questions, resolving issues where possible and referring customers to managers as needed.
- Maintain work areas, such as food preparation areas and customer areas clean and organized.
- Process payments for customers.

EDUCATION

Masters in Marketing

University of Southern California *Jan 1997 - Dec 2002*

Bachelors in Accounts

San Jose State University *Jan 2003 - Sep 2006*

LANGUAGES

English



German



French



Arabic



REFERRAL

James David

Fabric Manager

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