

Elginno Williams

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Education

- **Communiversy** 2017
Business Management
N1
- **Sibelius High School** 2015
National Senior Certificate
12

Experience

- **Capita** October 2022 - March 2023
Customer sale representative
 - To achieve customer and client KPI targets in relation to all contacts received via multiple channels.
 - Working within the requirements of data protection legislation and ensuring the POPI act is upheld.
 - To deliver an excellent customer experience by providing a customer-focused, right first-time service.
 - Managing any customer complaints to a satisfactory conclusion.
 - To respond to all contacts from both internal & external customers made via all the available channels.
 - To accurately capture data and enter it on to the relevant systems.
 - Mentoring and supporting team members to improve customer satisfaction and efficiency metrics.
- **Cross trainer** September 2019 - October 2022
Assistant manager
 - Hiring and training new staff members
 - Ensuring they adhere to all store policies and have thorough product knowledge
 - Coaching sales staff to ensure they achieve their sales quotas and provide customers with a positive shopping experience
 - Overseeing staff rota planning to ensure appropriate levels of coverage
 - Monitoring store inventory and ensuring the store is well stocked at all times
 - Handling the most challenging customer complaints and resolving issues
 - Assisting with financial and administrative procedures including banking, security of cash and stock counts
 - Devising promotions and marketing campaigns to improve customer attractions
 - Supporting the store manager in delivering store KPIs and increasing overall profitability
 - Cover for the store manager during absence and vacation

Reference

- **Ghakiem - Capita**
Team leader
0659170755
- **Robyn Sylvester - Cross trainer**
Store Manager
0783528961