

MIRIAM CICCOTTA

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Wembley - HA9

Personal summary

An energetic, ambitious and friendly native Italian speaker possessing extensive years of experience providing excellent customer service. Highly motivated with the ability to work on own initiative as part of a team. An approachable person who always striving to go the extra mile in order to achieve the set goals, always willing to help and assist anyone need. An honest and straightforward person who also enjoys meeting different types of people.

Skills

- Valuable experience assisting customers and helping them offering information
- Deep familiarity of working in a team and in a busy environment
- Experience handling complaints and finding a working solution for customers
- Strong planning, organisation and IT skills
- Ability to tour people knowing what can be offered by the company
- Able to maintain in-depth knowledge of company products and services

Employment history

Customer Service Advisor - ASOS.com, UK

June '18 – Present

- Handling customer across different platforms, including Social Media, Email and Live Chat.
- Ensuring customer queries are answered with the aim of a first time resolution
- Working with colleagues across Customer Care to identify and highlight trends in any customer queries

Modelling - Freelance, UK/Italy

June '17 – Present

- Working closely with members of the team in order to meet influencers and brands' needs
- Creating themes, organising costumes, optimization of budgets and timing for occasions and festivities
- Attending to press events pursuing exclusivity of media contents and increasing amount of followers/likes

Sales Associate {Harrods Signatures/Royal Collection} - Harrods, UK

Oct '14 – May '18

- Assisting the team in maximising the stores sales and profitability
- Keeping the store organised and maintaining an uncluttered environment
- Describing and demonstrating in detail the products and its benefits to customers

Sales Support {Nursery Furniture & Baby Gift and Layette} - Harrods, UK

Dec '13 – Ago '14

- Liaising with department staff to create the most appropriate visual and layout solutions
- Assisting customers on items, finding appropriate sizes, wrapping and completing purchases
- Walking across all our departments in order to satisfy customers' needs while following company's procedure

Retail Assistant - Buckingham Palace/Royal Collection Trust, UK

Jul '13 – Sept '13

- Ensuring the shop and displays are clean, tidy and well presented at all times
- Approaching customers and politely asking questions to understand their needs
- Operating the till and accurately handling cash, cheques and credit/debit card payments

IT Trainer - Network Housing Group, UK

Apr '13 – Jun '13

- Supporting and training learners on IT packages
- Managing workload and sharing information with the managers
- Developing evaluations and assessments for students to monitor their development

Hotel Receptionist - Ducale Suites, Italy

Jun '10 – Sept '10

- Supporting the intern computer team
- Checking e-keys and allocating rooms to customers
- Managing the reception area, booking, meeting and greeting clients

Web Editing/Graphic Designer - SEAT Pagine Gialle Group, Italy

Jun '09 – Aug '09

- Interaction with clients to assist them with the choice of their website
- Creation, design and coordination of Visual Site dedicated to consumers
- Work proactively towards tasks assigned to be completed in short time frame

Assistant Tutor/Babysitter, Italy

Jun '08 – Sept '08

Technical Hardware Assistant - Pavan LM SRL, Italy

Sept '07 – Nov '07

Data Management - Fiorentino Jewelry, Italy

Sept '06 – Nov '06

Secretary - IAL CISL, Italy

Sept '05 – Nov '05

Assistant Teacher - School A. Gabelli, Italy

Sept '04 – Nov '04

Secretary - CAAF CISL, Italy

Sept '03 – Nov '03

Education and training

ACE Attitude Creates Employability Certificate {Jan '13 – Feb '13}

LEAP (Local Employment Access Projects), London UK

ESOL E.L. 3 Certificate {Jun '12 – Jul '12}

Community Systems, London UK

General English Certificate {Feb '12 - Mar '12}

British Study Centres, London UK

Studied towards an Accountancy Degree {Sep '08 – Dec '10}

ITC F. Ferrara School, Palermo Italy

Computer Hardware and Assembling Certificate {Mar '07 – Dec '07}

IAL CISL Cusmano, Palermo Italy

Information Technologies for Experts Qualification {Mar '04 – Dec '06}

IAL CISL Paisiello, Palermo Italy

Windows Application for Experts Certificate {May '03 – Nov '03}

IAL CISL Paisiello, Palermo Italy

Interests

- Keeping updated about latest media and technologies
- Fitness, modelling and competitions
- Console Video Games, music and movies

References - Available on request.