LESLIE YUKA LAHFEN

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UNITED ARAB EMIRATE

MAY 13,1993

***Professional summary***

***Enthusiastic, customer and safety-oriented flight attendant. I possess over six years of experience in customer-facing environments in the industry. Passionate about creating exceptional and comfortable customer experiences with a proven record of high customer satisfaction. Up-to-date knowledge of safety practices.***

***Skills***

* ***Communication skills***
* ***Public speaking***
* ***Adaptable and flexible***
* ***Highly organized***
* ***Ability to work and thrive in a team***
* ***Professional and responsible***
* ***Good at problem-solving***
* ***Friendly and positive***
* ***Ability to work under pressure***
* ***Conflict resolution and de-escalation***
* ***Excellent at multitasking***

***WORK EXPERIENCE***

***CUSTOMER SERVICE***

***APPAREAL GROUP, DUBAI.***

***MAY 2021 -PRESENT***

* ***Manage large amounts of incoming phone calls***
* ***Generate sales leads***
* ***Identify and assess customers’ needs to achieve satisfaction***
* ***Build sustainable relationships and trust with customer accounts through open and interactive communication***
* ***Provide accurate, valid and complete information by using the right methods/tools***
* ***Meet personal/customer service team sales targets and call handling quotas***
* ***Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution***
* ***Keep records of customer interactions, process customer accounts and file documents***
* ***Follow communication procedures, guidelines and policies***
* ***Take the extra mile to engage customers***

**KEY ARCHIEVEMENT**

* **Won the best employee of the month on six occasions**
* **Presented with a customer service award by the company**

***WORK EXPERIENCE***

***800PIZZA***

***HEAD WAITER, DUBAI***

***JUNE 2018 - SEPTEMBER 2019***

* ***Assisted passengers with checking in for their reservation.***
* ***Assisting customers to the table.***
* ***Helped guests with delayed of food order.***
* ***Communicated with customers about their food timing status.***
* ***Collaborated with crew members about daily operation and task.***

***CUSTOMER SERVICE ASSOCIATE***

***SKECHERS DEPARTMENT STORE, DUBAI.***

***May 2015 - March 2018***

* ***Proven customer support experience or experience as a Client Service Representative***
* ***Track record of over-achieving quota***
* ***Strong phone contact handling skills and active listening***
* ***Familiarity with CRM systems and practices***
* ***Customer orientation and ability to adapt/respond to different types of characters***
* ***Excellent communication and presentation skills***
* ***Ability to multi-task, prioritize, and manage time effectively***
* ***High school diploma***
* ***Assisted customers while providing excellent customer service***
* ***Performed transactions with a variety of payment methods***
* ***Collaborated with other associates to resolve issues***
* ***Met or exceeded sales associate quotas, both personally and as a team un***

***Languages***

***KEY ARCHIEVEMENT***

* ***Won an outstanding customer service award which was vote anonymously by over 200 colleagues***
* ***.***
* ***English (Fluent, native language)***
* ***Spanish (Fluent)***
* ***French(fluent)***