

# CUSTOMER SERVICE ASSISTANT CV

By CV Genius

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*Dedicated Customer Service Assistant with over 7 years of experience in public-facing roles within the cultural and community sectors. Skilled at handling diverse customer needs in busy environments, delivering high-quality service, and supporting promotional activities. Excel in using ICT and digital tools to enhance customer interactions and service delivery. Eager to contribute to Sutton Borough Council's commitment to community engagement and service excellence.*

## WORK EXPERIENCE

### Customer Service Assistant

Greenwich Community Library, London Borough of Greenwich

September 20XX–Present

At the heart of a bustling community, the library serves thousands of residents, providing information and fostering learning.

- Manage daily operations, serving up to 150 customers per day during peak hours
- Support ICT setup and troubleshooting for public access computers and printers
- Coordinate children's events like Storytime, increasing participation by 47%
- Spearheaded initiative to combat illiteracy among the borough's homeless population, welcoming 700+ residents onto the programme
- Organise and restock shelves

### Customer Support Agent

South London Heritage Trust, London Borough of Southwark

May 20XX–August 20XX

A non-profit organisation dedicated to preserving South London's historical sites and engaging the community through educational programmes.

- Organised and conducted historical tours and school visits for approximately 10,000 visitors on an annual basis
- Maintained and updated visitor records and digital archives using bespoke databases
- Delivered exceptional service under pressure, particularly during special event days
- Welcomed customers from 70+ countries to learn about South London's history
- Liaised with schools nationwide to ensure pupils with learning disabilities or special needs were successfully accommodated for

### Receptionist

The Beckenham Arts Centre, Beckenham

January 20XX–May 20XX

A vibrant arts centre providing workshops, galleries, and performance spaces to the local community.

- Handled front desk operations, including ticket sales, enquiries, and cash transactions
- Played a key role in promoting and setting up for art exhibitions and performances
- Implemented a new appointment scheduling system that reduced waiting times by 25%
- Learnt basic front desk vocabulary in 3 languages to better serve visitors to the centre

## EDUCATION

### Kingston College

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20XX-20XX

- Diploma in Business Administration
- Top 10% in the course

### Sutton & Cheam High School for Girls

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20XX-20XX

- A-Levels: English Language (A), English Literature (A), History (B)
- AS-Levels: French (B)
- GCSEs: 11 Grades 9–4, including Maths, English, and ICT

## KEY SKILLS

- Customer service excellence
- Event coordination
- ICT proficiency
- Digital literacy
- Record keeping
- Multitasking
- Promotional activities
- Team collaboration
- Flexible work adaptability
- Stress management

## HOBBIES & INTERESTS

- Community volunteering
  - Reading
  - Painting
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