



Nnenna Enebe

Customer Service Assistant

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Languages

Igbo (Native)

English (Native)

About

With a dynamic background spanning roles at World Duty Free Group and Primark, I bring a wealth of experience in thriving within fast-paced retail settings. My tenure in these esteemed companies has honed my abilities to elevate customer satisfaction and drive sales to new heights.

Fluency in both English and Igbo empowers me to connect with a diverse range of customers, fostering meaningful interactions and delivering exceptional service tailored to their needs. My adaptability shines through in every situation, allowing me to seamlessly navigate various challenges and maintain a positive atmosphere within the retail environment.

One of my notable strengths lies in my adeptness at upselling, leveraging persuasive communication and product knowledge to enhance transactions and maximize revenue. Additionally, my proficiency in managing diverse transactions ensures smooth operations and efficient service delivery, even during the busiest of times.

Driven by a passion for customer engagement and sales excellence, I am poised to make a significant impact in any retail setting, bringing energy, dedication, and a proven track record of success to the team.

BRANDS WORKED WITH

- World Duty Free Group
- Highbury Magistrates Court
- Primark
- Tim Hortons
- Forage

Experience



● INTERNSHIP

Forage | Dec 2023 - Dec 2023

Completed the business and human rights job simulation where I experienced working with Clifford chance's global M&A and litigation teams on projects that concern human rights. Advised a multinational manufacturer of electric car batteries about their requirements under the California transparency in supply chains act. Hosted a Q&A session with a client to educate their in-house legal team about the implications of a new European directive aiming to increase companies' ESG standards. Assisted a polish publisher to determine whether they had suitable grounds to pursue a case in the European court of human rights.



● CUSTOMER SERVICE ASSISTANT

World Duty Free Group | Jul 2023 - Sep 2023

This is a very fast paced work environment from the early hours all the way to the evening all day every day. I was tasked with helping customers at checkout whether that being self-checkout or putting transactions through the tills, meeting customers from all over the world, speaking languages I haven't even heard before, opened me to pick up a few basic words and phrases to help those who couldn't speak English but came through our tills requiring assistance. I was also tasked with pushing products (getting customers to buy the advertised product of the day) which required being persuasive and showcase marketing skills as well as this. Putting a smile on their faces was a big task especially as 3 in the morning!



● TEAM MEMBER

Tim Hortons | Dec 2021 - Mar 2022

Served at the till boxed up orders of goods for customers as well as delivery services. Made freshly brewed coffees daily and generally made sure every single visitor is treated with the utmost respect. Was able to

cope under pressure and take initiative due to a lack of staff as well as morning and afternoon rush hours. Developed skills such as the ability to work well with others and independently when required and be able to take in criticism under pressure. As well as the ability to pay close attention to detail with customers' orders.

- **SHADOWING LEGAL ADVISOR**

Highbury Magistrates Court | Jul 2021 - Jul 2021

2 weeks of work experience in which I gained a greater understanding of what it is like in the legal field. As well as obtaining the necessary skills to move on in the future which entails skills such as the ability to take in amounts of information at a time. Developed skills such as great attention to detail and taking the initiative, especially when dealing with cases.



- **RETAIL ASSISTANT**

Primark | Jul 2019 - Jul 2019

Developed skills in areas such as Communications, Customer Service, Time Management, and teamwork. Responsible for assisting customers, unboxing products, and placing them on store shelves, making sure the area I was assigned to was up to store standards.

Education & Training

2022 - 2026 ● **University of Kent**
UNIVERSITY STUDENT,,

2015 - 2022 ● **St Marks West Essex Catholic School**
GCSE & A LEVELS,,