

# Darllene Katoka

Customer Service Advisor

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## Languages

French

English

## About

Highly adept in customer service with 6+ years of experience. Skilled in managing client inquiries, pre and post-sale administration, adept at safeguarding confidential information and maintaining accurate records of customer interactions. Strong experience in sales and customer service with a background in fashion and garment technology.

### BRANDS WORKED WITH

Bonhams

Boots

Harvey Nichols

Karen Millen

L.K. BENNETT

River Island

Selfridges

## Experience



### ● Client Service Advisor

Bonhams | Jan 2022 - Jan 2023

- Handled an average of 200 inbound and outbound telephone calls weekly for our LA, NY and Massachusetts phone lines
- Safeguarded the security and confidentiality of client information and complying with the Data Protection Act
- Providing administrative support for pre-and post-sale tasks, resulting in a 20% increase in team productivity.
- Successfully managed and resolved complex registration and bidding queries, resulting in an increase in customer satisfaction and retention.
- Managed a CRM system (ZenDesk) for tracking customer interactions, processing customer accounts and calls, leading to improved efficiency and customer service.
- Maintained effective communication channels between relevant departments, resulting in improved coordination and streamlined processes for consignment, bidding, collection, and shipping.
- Assisted clients with taking payments, reducing in payment-related complaints or issues.

### ● Customer Service Advisor/ Picker Packer

Boots | Dec 2021 - Jan 2022

- Successfully managed a high volume of picking ticket orders, trained and mentored new team members on order picking and packing procedures; resulting in an average of 200+ orders fulfilled per day
- Exceeded established targets for processing and shipping items
- Coordinated the implementation of displays for festive and seasonal themes, increasing customer engagement and sales.

### ● Assistant Garment Technologist

L.K. BENNETT | Jul 2019 - Nov 2019

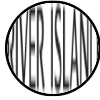
- Worked closely with Garment Technologists, Design, Merchandise and Buying departments to maintain the continuity of premium product
- Coordinated and scheduled fit sessions for multiple projects simultaneously and effectively communicated fit session priorities to team members, reducing errors and mistakes during the sealing process.
- Ensured seamless running of the technical floor by maintaining and organizing samples, preparing fit/meeting rooms to ensure all fit samples and equipment were ready
- Managed paperwork and ensured data was accurately recorded/updated within databases, MS office
- Received, distributed and mailed packages globally
- Rejected and approved Pre Shipment Samples (PSS)
- Payment requests and record-keeping
- Established and maintained strong relationships with overseas and EU suppliers in order to successfully resolve any issues or disputes in a timely and professional manner.



### ● Stylist

Karen Millen | Jan 2019 - Jul 2019

- Conducted consultations with clients to understand their needs and preferences
- Provided high-end styling services to clients
- Implemented customer service initiatives that increased customer loyalty and repeat business, resulting in a 30% increase in repeat customers.
- Achieved an overall client satisfaction rate of 96% as per the customer feedback survey and was able to increase the number of registered store cardholders by 10% within a 3 month period



### ● Sales Advisor

River Island | Oct 2018 - Jan 2019

- Consistently met and exceeded sales targets as a cashier by processing an average of 100 transactions per day during peak seasonal sales.



### ● Beauty Retail Advisor

Harvey Nichols | Feb 2018 - Sep 2018

- Delivered 5\* customer experience, building strong customer relationships, fostering customer loyalty and retention
- Provided product knowledge and advice on skincare, makeup, and fragrance products
- Maintained a clean and organized counter display, ensuring adequate stock levels to meet customer demand, and minimizing product waste.
- Processed customer purchases, returns, and exchanges accurately and efficiently



### ● Beauty Retail Advisor

Selfridges | Feb 2018 - Sep 2018

- Consistently achieved and exceeded sales targets by effectively utilizing upselling and cross-selling techniques.
- Demonstrated a strong understanding of product knowledge and expertise, providing personalised recommendations to customers
- Produced a welcoming and engaging atmosphere for customers.
- Provided samples, demonstrations, and tutorials to help clients understand how products can be used and achieve their desired look.

## Education & Training

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2019

### ● Birmingham City University

Bachelor of Technology,