

# Maya Patel

## APPLYING FOR CUSTOMER SERVICE ADVISER

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### CUSTOMER ENQUIRIES

Routine questions

### PAYMENTS & RECORDS

Till transactions

### TEAM SERVICE

Busy periods

## PROFILE

Retail assistant with two years' experience serving customers and reconciling payments in a busy shop. Brings clear communication, careful record keeping and practical teamwork to a Customer Service Adviser role.

## WORK EXPERIENCE



### Retail Assistant

Northfield Home & Gifts · Birmingham

2024–present

- Handled 25–35 product and returns enquiries per shift, asking focused questions, resolving routine issues and explaining next steps when a supervisor was needed.
- Processed cash and card payments, reconciled end-of-shift till totals and recorded discrepancies for the supervisor.
- Coordinated queue cover with two colleagues during peak trading, keeping customers informed and service moving.

## EDUCATION

### Level 2 Business Diploma

Riverside College · Birmingham

2024

### GCSEs including English and Mathematics

Riverside Academy · Birmingham

2022