

Isabel Esteves

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Personal Profile

Multilingual individual with over 10 years experience in customer relations, is now looking for an opportunity within customer service.

Warm and friendly Customer Service professional with a diverse background in retail sales, service, and banking support. Proficient in learning new tasks quickly and exceeding expectations.

Key Skills

- English (professional working proficiency) and Portuguese (native)
- Displays a positive and enthusiastic work ethic and style
- Genuine interest in helping customers
- Ability to work as part of a team
- Polite, thoughtful and friendly attitude
- Patience and calmness under pressure
- Ability to handle complaints and difficult situations
- Ability to operate a till, computer knowledge and administration skills

Employment History

Sandwich Artist at Welcome Break

Mar 2016 - Present

London Gateway, M1 Motorway, Mill Hill, United Kingdom

- Greet and serve guests
- Prepare food neatly, accurately and in a timely manner
- Maintain food safety and sanitation standards
- Prepare ingredients, assemble sandwiches according to company and customer specifications
- Collect payments, and finalize sales transactions at the till

Life Insurance Consultant

2003 – 2014

Real Vida Seguros S.A., Lisboa, Portugal

- Managed portfolio of clients account / Account management (Life Insurance)
- Provided and administered suitable insurance products for Customers
- Established and maintained excellent business relationships with clients
- Collaborated and assisted in field Sales Team to support the closing of a sale
- Researched insurance policies and products
- Prepared reports for insurance underwriters

- Assisted customers and /or clients to complete all applications and forms and all required documents.
- Provided assistance to the inbound call centre (bank channel) and resolve all customer queries for product coverage and policies.
- Assisted to resolve all insurance claims within required timeframe and corporate compliance requirements.
- Advised clients on making claims on their policies
- General administrative duties
- Assisted Marketing Communications Department (whenever was required)

Customer Service Assistant

2001 – 2003

Intermarché de Azeitão, Setúbal, Portugal

(French Supermarket chain in Portugal, with small department stores, part of the large retail group 'Les Mousquetaires')

- Checkout operator within different Departments / Operated computerised tills
- Collected accepted payment types, provided change if needed and issue receipt or invoice for customer
- Counted money in cash drawers at beginning and end of shift to ensure enough money to provide change and sufficient fund amounts
- Scanned items or recorded products purchased
- Wrapped purchases, processed store loyalty cards, coupons, and vouchers
- When on the shop floor, assisted customers in selecting merchandise and services that best fit their needs
- Handled complaints and forward them to the relevant department
- Assisted with ordering and stocking of merchandise, within different departments

EDUCATION AND TRAINING

- **Managing Emotions** 2005 - 2009
Forcererbrus, Lisboa, Portugal
- **Life Insurance** 2004 - 2009
Real Vida Seguros S.A., Lisboa, Portugal
- **Customer Service** 2005 – 2006
Forcererbrus, Lisboa, Portugal
- **Administrative Insurance Technician** Sep 1999 - Jun 2002
Higher Education Qualification at SISEP – Sindicato dos Profissionais de Seguro de Portugal, (The Union of Portugal Insurance Professionals), Setubal, Portugal
- **A-Level** (Achieved with Higher Education Qualification) Sep 1999 - Jun 2002
SISEP – Sindicato dos Profissionais de Seguro de Portugal, Portugal

REFERENCES

Available upon request