



# AGNES DUDA

## PERSONAL STATEMENT

Years of experience with Customer Service and working as part of a team, capable of working independently and collaboratively, with excellent communication, organisational and time-management skills.

A creative thinker capable of generating innovative ideas and keen interest in picking up new skills and learning new technologies and systems.

## MY CONTACT

### Phone

07507-152860

### Email

agnesalana@icloud.com

### Address

Woking, Surrey

## SKILLS

- Adaptability
- Problem Solving
- Microsoft Office
- Data Analysis
- Customer Service
- CRM Software
- Google Business
- Marketing

## LANGUAGES

**English** - Fluent

**Portuguese** - Native

## EXPERIENCE

### Think Employment | 2023-2024 Current

Digital Marketer Level 3

- Researching and analyzing data to comprehend market trends and consumer preferences for upcoming marketing strategies
- Establishing a social media presence and overseeing compelling content on different platforms (Youtube, Facebook, Instagram, TikTok) implementing campaigns to enhance brand awareness, engagement, and organic growth.
- Managing paid ads on platforms such as Google, Facebook, and Instagram, conducting SEO keyword research, CRM tools, and other related tasks.
- Consistently producing, evaluating, and reporting on traffic in relation to Key Performance Indicators (KPIs).

### Maximus | 2022 - 2023

Customer Service Representative

- Co-ordinate the day to day operation of the Assessment Centre, managing sessions to optimise productivity and customer service, meeting and greeting all customers and visitors and working with clinical colleagues to ensure smooth running of assessments across all relevant channels.
- Effectively communicate with external stakeholders such as General Practitioner surgeries, Hospitals, Interpreting services and Department of Work and Pensions
- Work collaboratively with other Assessment Centres, teams, Team Leaders and Health Care Practitioners to ensure cohesion within unit and work flow progression
- General administrative duties.

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### **Hays | 2020-2022**

Contractor Covid-19

- Act as the primary point of contact between the cleaning company and the assigned Building Manager
- Develop and implement cleaning schedules for the team, ensuring all tasks are completed efficiently and in accordance with client expectations
- Sorted mail, restocking, between shifts to maximise efficiency.
- Regularly communicate with the client to understand their needs, address concerns, and ensure satisfaction

### **Costa Coffee | 2017-2020**

Barista Supervisor

- Being an enthusiastic team player and excellent communicator
- Ensure a smooth & timely service experience to all customers
- Greet all customers with a genuine willingness to help
- Managed store opening and closing, taking key holder responsibilities seriously, such as daily reports, stock count, and cashing up.

### **Autoglass | 2015-2017**

Insurance Claims Handler

- Review and record claims through in-house system within product standards, check policy coverage and allocate appropriate codes and reserves
- Clearly explain decisions on liability, negotiating settlement within authority level where appropriate
- Develop relationships with clients by providing a friendly, efficient service
- Liaise with and control own solicitors to ensure cases not abandoned to them

### **Skill Languages School | 2013-2014**

Receptionist Assistant

- Develop and execute strategic sales plans tailored to the unique needs of each client
  - Assist with administrative tasks such as filing, data entry, and maintaining students records
  - Ability to multitask and prioritise tasks effectively
  - Strong organisational abilities and attention to detail
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