

Mollie Tuck

In the past five months, I've embarked on a journey across various locations, concurrently completing my Teaching English as a Foreign Language (TEFL) certification. During this time, I've also been dedicated to teaching yoga throughout Asia. With a strong emphasis on promoting mental health and well-being, I've undergone extensive training in meditation and successfully accomplished a comprehensive 200-hour Yoga teacher training program. These experiences have equipped me with valuable skills that can contribute significantly to any team. I possess proficiency in roles that involve direct interaction with individuals, along with a knack for adapting to new environments seamlessly.

EXPERIENCE

October 2022 - February 2023

Customer Service Advisor, Oliver Bonas

- Responded promptly to customer inquiries.
- Provided support across various customer experience aspects, including product inquiries, store hours, deliveries, and aftercare.
- Delivered exceptional customer service and administrative assistance.
- Established robust relationships with internal teams.
- Processed payments and returns, while maintaining accurate records.
- Managed customer contacts and order updates following protocols.
- Coordinated product stock levels and initiated internal transfers as needed.
- Proficiently utilized IT systems for effective data management.
- Collaborated within the team to address inquiries and resolve issues.
- Adhered to GDPR guidelines in handling customer data.

November 2021 - December 2021 and May 2022 - September 2022

Customer Service Advisor, Naked Wines

- Conducted inbound and outbound calls, assisting customers with account management, delivery tracking, and wine-related inquiries.
- Managed a high volume of daily emails.

- Resolved customer concerns effectively.
- Generated client orders and reported to the team leader.

July 2021 - November 2021

Customer Service Assistant, Hays Travel

- Engaged in inbound and outbound calls for various NHS contracts, addressing queries and facilitating bookings.
- Demonstrated empathy, informed callers about regulations, and updated information systems.

February 2020 - October 2020

Retail Assistant, French Connection

- Engaged in sales, restocking, and merchandising.
- Prioritized excellent customer experiences during peak periods.
- Managed shop floor standards and led when necessary.

September 2019 - January 2020

Club Hostess and Manager, Impossible

- Oversaw specific club nights, managed guest lists, conducted check-ins, and ensured smooth event operations.

January 2019 - May 2019

Welfare Team/Drink Awareness, FAC251

- Received training to offer practical support and assistance to vulnerable guests, addressing issues such as sexual harassment.

July 2017 - April 2018

Front Desk Administrator, Bronzed Angel

- Managed bookings, phone calls, appointments, product sales, and customer inquiries.
- Handled shop opening and closing, as well as cash management.

EDUCATION

September 2018 – May 2021

BA Honours in Business Enterprise and Human Resource Management, Manchester Metropolitan University

1st Class Honours.

Explored capital development, innovation, and resourcefulness in business enterprise.

Studied employer-employee relationships and people management in HRM.

Conducted independent research on gendered labour market inequality.

Completed a 10,000-word dissertation on the impact of discrimination on women HR professionals.

AWARDS

- Level 3 TEFL Certification
- Completion of a 200-hour Yoga Teacher Training Program

VOLUNTEER ROLES

- Volunteering at Brownies/Scouts
- Dance Teacher for Grade 1 Ballet

Skills and Interests

SKILLS AND INTERESTS

- Customer Service
- Efficiency
- Confidence
- Resilience
- Commercial Awareness
- Dependability
- Creativity
- Outgoing Personality

- Mediation
- Yoga Instruction
- Health and Well-being Advocacy
- Surfing
- Fitness
- Traveling