

# Veronica Chung

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## Experience

*Jan 2023 - Present*

### **Nespresso – CRC Customer Care Support (Admin)**

- Managing three mailboxes to ensure all enquiries are answered within SLA - machine repairs, trade partner machine repairs, customer promotional claims
- Analysing complaints register for major promotional campaigns
- Exporting and importing machine repair job cards to and from repair centres
- Preparing claims to machine partners for in-warranty machine changeover requests
- Manually intervening and processing online orders stuck due to errors
- Creating proforma invoices upon request
- Sending bulk communications to customers - order delays, order cancellations, unrepairable machine repairs
- Communicating with external stakeholders to ensure service SLAs are achieved

*Oct 2021 - Jan 2023*

### **Nespresso – CRC Coffee Specialist**

- Addressing each customer's needs on Live Chat, Calleo and Phone to offer a remedy and first contact resolution
- Channelling feedback and trends through appropriate avenues for process improvements
- Liaising with businesses in the Bulk Recycling Program to optimise the recycling process
- Assisting with ad hoc duties e.g. finance queries, customer incidents

*Mar 2017 – Oct 2021*

### **Nespresso – Boutique Coffee Specialist**

- Prominent customer-oriented approach to build customer rapport
- Exceptional use of product knowledge and storytelling to tailor each customer's experience
- Upselling and cross-selling to achieve KPIs
- Partaking in visual merchandise setup and changeovers
- Responsible for marking and unpacking stock
- Assisting in End of Day data entry

*Sept 2016 – May 2017* **Pandora – Sales Assistant**

- Proactively conversing with customers to understand their needs
- Recommending appropriate products for customers
- Storytelling to enhance customer service
- Upselling to achieve sales target
- Responding to customer enquires in-store and over the phone

**Education**

2024 -

Coder Academy

- Diploma in Web Development

**Skills**

Attention to detail

Can work autonomously and in teams

Effective time management

Positive attitude towards challenges

High stress resilience

Quick learner

**References**

(Contacts available upon request)