

# LUKASS ZALAIKALNS

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## SUMMARY

I am an aspiring music student, who learns by doing. I have worked in customer service over the past few summers to build up my confidence in talking to and serving customers with the best experience possible. I like to understand everything I do so I will put in the extra effort to ensure that I know what tools/equipment I am working with and how to give the customer the best experience possible.

## EXPERIENCE

**05/2021 to I**

**Customer Service Officer**

**currently work here**

**Superwhippyice-cream** - Bradford , West Yorkshire

- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Kept client and company files safely stored on CRM system to comply with confidentiality laws and regulations.
- Dealt with complex complaints and angry customers professionally and politely, resolving issues with favourable solutions.
- Planned own workload to meet deadlines and changing priorities.
- Monitored customer service team operations carefully and worked well with colleagues to meet team communication targets.
- Maintained in-depth knowledge of competitor products, identifying price changes, market developments and emerging threats.
- Answered customer queries on new products, services and sales offers to increase sales.
- Provided customers with advice and guidance to increase customer satisfaction and loyalty.
- Kept strong knowledge of product range details to efficiently answer customer questions.
- Kept up-to-date on company best practices, procedures and regulations to best meet customer needs.
- Built and maintained strong working relationships with colleagues to help deliver exceptional customer service.
- Applied company policy and procedure to increase customer satisfaction.
- Made recommendations to management on ways to improve customer care and service.
- Identified problem areas for customer care department and presented ideas for improvement.

## SKILLS

- Customer service
- Communication
- Engineering
- Quick to understand things

- Problem solving

- Team Player

## EDUCATION

- 09/2023 to Current**    **UAL Level 3 Diploma in Music Performance & Production** : Music Performance & Production  
**Bradford School of Art** - Bradford , West Yorkshire
- 09/2022 to 06/2023**    **UAL Level 2 Diploma in Music Performance and Production** : Music Performance and Production  
**Bradford School of Art** - Bradford , West Yorkshire
- 09/2017 to 05/2023**    **Trinity Academy Bradford** - Bradford , West Yorkshire
- Mathematics Option F - 5
  - English Language- 4
  - English Literature Option Nm - 3
  - Combined Science A (gateway) - 54

## LANGUAGES

**Latvian:** First language

**English:**  C2  
Proficient

## HOBBY AND INTERESTS

- Playing guitar
- Music Production
- Playing video games
- Riding my bike
- Watch movies
- Travelling and sightseeing