

Compliance Officer, AWS Student

SUMMARY

- Multi-talented, positive and personable professional highly driven to reach required goals and growth, adept at operating in fast-paced environments taking a calm and proactive approach in challenging situations.
- Empathetic, friendly and solution-orientated specialist with 2+ years of experience in service and support, quality control inspections and issue detection. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.

EXPERIENCE

07/2022 to current date

Compliance Officer CYBERTEXEX - Varna, Bulgaria

- Perform tests and checks for the results of automatic systems, analyse user data utilising all available internal/external systems, and make corrections for graphic and numerical data.
- Perform compliance testing processes and activities to ensure that testing is completed timely and within targeted quality expectations in accordance with regulatory requirements and agency guidelines.
- Assist in identifying problem areas and risks associated with fraudulent activities, and exercise sound judgment in approving/rejecting submitted cases.

07/2020 to 04/2022

Customer Service Advisor RSVP - London, UK

- Establish warm and friendly rapport whilst interacting with customers by phone, email and on live chat.
- Effectively and efficiently solve wide range of incoming complaints to achieve customer satisfaction.
- Manage department schedules to maximise coverage during peak hours. Navigate online system to resolve wide range of customer queries, engaging with up to 3 live chats simultaneously whilst maintaining attention to detail.
- Employ knowledge of latest company updates to escalate or respond to incoming customer queries in line with best query-resolution practices. Action and resolve assigned customer queries within target timeframes.
- Support customers experiencing technical difficulties, quickly identifying issues, qualifying customer expectations and conducting troubleshooting leading to timely first-time resolution.
- Resolve customer queries over the phone and by email.
- Uphold privacy and security requirements established by national legislation.
- Oversee customer account inquiries, accurately providing information to resolve product/service complaints and guarantee customer satisfaction. Serve as company's multi-lingual English, Spanish and Bulgarian Customer Service Representative.
- Promoted to Senior Customer Service Advisor with responsibilities to train and manage a team of support agents, and guide them through more complicated queries that require further investigation and escalation with other departments, ensuring best query-resolution practices were put in place.
- Translation services for the team to serve multi-lingual customer needs.

SKILLS

- Empathy and positive mindset
- Multi-lingual support
- Excellent written and verbal communication skills
- Personal development
- Keen attention to detail
- KYC verification
- Fraud detection
- Teamwork
- Time-management
- Live-chat operation
- Customer account management
- Product troubleshooting
- Customer needs analysis
- Multi-tasking skills
- Data analysis
- Query resolution
- Excellent problem-solving and analytical skills
- Active listening
- Complaint management
- Telephone switchboard operation

EDUCATION

2022- Present

AWS Professional Training: AWS Cloud Architect Student (in process of obtaining Cloud Practitioner certificate)

Optima IT, AWS Academy - remote

2022- Present

Trading/Investing Training: Forex Trading Student

London Trading Institute - remote, based in London, UK

2017- 2020

Level 6 Professional Diploma in Acting: : Acting

Liverpool Theatre School - Liverpool, UK

2013- 2017

Bachelor of Science: Nursing

University of Granada - Granada, Spain (3-year practical training in hospital units and medical centres)

ADDITIONAL INFORMATION

Previous experience in:

- Quality control tasks, KYC checks
- Customer service and support
- Health care
- Professional acting
- Volunteering at hospitals and animal rescue shelters
- Translation and private language lessons
- Modelling