

BEVERLEY ADOLPHUS

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Kent, UK

[My Portfolio](#)



Profile

Dedicated professional holding a Master's degree in UX Design, emphasising a deep appreciation for human interaction and user-centric design principles. Strong leadership skills, adept at problem-solving, capable of managing substantial workloads in fast-paced environments and has a passion for making people happy. Demonstrated success in enhancing team performance and achieving outcomes under high-pressure conditions. Committed to continuous personal and professional growth, thriving in both remote and office work settings. Has a strong work ethic, exceptional communication capabilities, and an unwavering drive for success in roles related to administration and UX design.

Skills

Customer Service & Professionalism

- Skilled in providing exceptional customer service through effective communication and empathy.
- Excels at resolving customer inquiries, complaints, and issues promptly and satisfactorily.
- Dedicated to ensuring a positive customer experience and building lasting customer relationships.

Attention to Detail & Organisational Expertise

- Consistently vigilant in maintaining high-quality standards in projects and processes.
- Demonstrates ability to create and maintain organised systems for enhanced productivity.
- Known for thoroughness in tasks, ensuring precision and accuracy in all work.

Problem Solving & Strategic Thinking

- Skilled in identifying challenges, analysing root causes, and developing effective solutions.
- Possesses a creative mindset, leveraging innovative ideas to enhance projects and processes.
- Skilled at thinking outside the box to generate novel solutions and concepts.

Team Management & Adaptability

- Experienced in leading and motivating teams to achieve common goals and objectives.
- Quick to adapt to changing environments, technologies, and work requirements.
- Nurtures team members' professional development, keeping their career goals at heart.

Project Management & Time Management

- Competent in consistently planning, executing, and overseeing projects from start to completion.
- Expert at managing time and project budgets efficiently, prioritising tasks, and meeting deadlines.
- Proficient in coordinating resources, setting milestones, and ensuring project objectives are met.

Education

MA User Experience Design

Falmouth University, Cornwall

January 2022 - December 2023

A Levels in RS, Psychology and Economics

St Francis Xavier Sixth Form, London

September 2016 - June 2018

Experience

Customer Service Assistant

Sleep.8 / May 2023 - August 2023

- Expertly processed customer orders for beds, massage chairs, and furniture, navigating complex systems efficiently to ensure accurate and timely deliveries.
- Demonstrated exceptional customer service skills by promptly addressing inquiries and concerns related to Sleep.8's products, policies, and services
- Acquired in-depth knowledge of Sleep.8's product range, enabling personalised product recommendations and a higher level of customer satisfaction.

Web Content Designer

EFFRA Digital / June 2021 - December 2022

- Collaborated with cross-functional teams to improve website functionality and customer experience
- Implemented strategies to increase website traffic and conversions across several Start-Ups
- Utilised creative problem-solving and organisational skills to provide tailored assistance to clients across various design roles, enhancing their engagement strategies through in-depth understanding and targeted insights into each client's specific audience needs.

Night Receptionist (Emergency Temp)

Park Plaza Victoria / January 2022 - July 2022

- Provided excellent customer service and resolved customer complaints efficiently and effectively
- Maintained a safe and secure environment by monitoring the hotel premises
- Demonstrated strong problem-solving skills by managing and resolving customer and hotel issues during the night shift after quickly learning Opera's CRM system.

Supervisor

National Car Parks / November 2020 – May 2021

- Supervised a team of 10 customer service representatives to deliver exceptional customer service
- Trained and mentored new hires to improve their performance and knowledge
- Analysed and resolved customer complaints in a professional and efficient manner

Staff Booking Coordinator

Charing Cross Hospital / January 2020 – November 2020

- Coordinated the scheduling of staff and ensured that all shifts were filled in a timely and efficient manner & communicated with staff, providing updates on scheduling changes
- Maintained accurate and up-to-date records of staff availability and scheduling
- Resolved scheduling conflicts in a timely and professional manner

Director & Freelancer

BEVXDIGITAL / November 2020 – Current

- Provided digital marketing services to clients, including website design, search engine optimization, and social media management.
- Demonstrated excellent project management skills by delivering projects on time and within budget.
- Established and maintained strong relationships with clients, resulting in repeat business and positive word-of-mouth referrals.

Supervisor

Paperchase / October 2018 – October 2019

- Supervised a team of 5 sales associates to deliver exceptional customer service.
- Trained and mentored new hires to improve their performance and knowledge.
- Analysed and resolved customer complaints in a professional and efficient manner.