Emma Johnson

CUSTOMER SERVICE · SALES

Manchester / +44 7700 900123 / emma.johnson@gmail.com

PROFESSIONAL PROFILE

Customer service professional with 8 years of experience in sales and front desk roles. Organised, friendly and comfortable with digital tools.

WORK EXPERIENCE

2021 - present

Sales assistant

Harbor Home · Manchester

- Customer follow-up, quotes and order tracking.

2017 - 2021

Receptionist

Park Hotel · Manchester

- Guest welcome, bookings and complaint handling.

EDUCATION

2017

BTEC Business

Manchester College

SKILLS

Customer service · Sales · Excel · Complaint handling · Organisation

LANGUAGES

English · native
Spanish · B2

OTHER DETAILS

Driving licence