Alex Berg (EXEMPEL)

Sales assistant with customer service experience

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Gothenburg, Sweden

PROFILE

Sales assistant experienced in understanding customer needs, explaining product options and following up enquiries. Used to coordinating with colleagues to resolve delivery questions.

WORK EXPERIENCE

Sales assistant

Exempelbutiken

2022-08 - 2026-09 · Gothenburg, Sweden

- Asked about customer needs and compared products against their intended use and budget.
- Followed up orders and customer enquiries by phone and email.
- Introduced new colleagues to order and returns procedures.

Customer service representative

Exempelservice

2020-06 - 2022-07 · Gothenburg, Sweden

- Answered delivery questions and recorded enquiries in a CRM system.
- Coordinated responses with warehouse and store colleagues.

EDUCATION

Handels- och administrationsprogrammet

Exempelgymnasiet

2017-08 - 2020-06 · Gothenburg, Sweden

Swedish upper secondary vocational programme in business and administration.

SKILLS

Customer needs assessment · Product advice · Customer follow-up · CRM · Order handling

LANGUAGES

Swedish - Native

English - Good working knowledge