

EBONY UZOECHI PHILLIPS

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PROFESSIONAL SUMMARY

Bilingual customer service professional with 3 years experience delivering high-quality support in fast-paced environments. Fluent in English and Spanish, with a proven ability to resolve issues, build rapport, and exceed customer expectations. Skilled in using digital tools to enhance service delivery. Known for professionalism, and a customer-first approach. Eager to contribute to a team focused on service excellence and growth.

EDUCATIONAL

- Birmingham City University (sept 2020 – Sept 2024) - (BSc Hons) Sports and Exercise Science
- Kettering Buccleuch Academy (May2017) – 9 GCSEs including maths & English (sept 2017 – June 2019)
- A-Levels (Sept 2019-june 2021) Biology , Art , Spanish, Physical Education

PROFESSIONAL EXPERIENCE

Private Tutor

Stud Mind – Multicity | Apr 2025 – Present

- Support SEND students in GCSE Maths, English, Science, and life skills.

Customer Service Advisor

Opia – Remote | Nov 2023 – May 2024

- Resolved 30+ daily customer queries via email and phone with high satisfaction rates.
- Processed 100+ rebate requests daily, improving customer engagement and retention.

Personal Shopper

Indeed Flex – London | Nov 2021 – Mar 2022

- Fulfilled online orders with 95%+ accuracy and handled product enquiries.

VOLUNTEER EXPERIENCE

Voluntary Account Manager

Cosonas – Hybrid | Aug 2022 – Mar 2025

- Managed client relationships, resolved issues, and aligned services with client goals.
- Supported service growth through clear communication and tailored solutions.

Teaching & Tutoring (Volunteer & Private)

Various Schools & Clients | Mar 2017 – Present

- Supported classroom teaching of Spanish to Year 3 pupils alongside a qualified teacher.

KEY SKILLS

- Strong computer and digital literacy
- Proficient with communication and customer support platforms
- Data handling and basic analysis for customer insights
- Excellent in decision-making abilities
- Resilient in fast-paced environments
- Effective team collaboration and communication
- Able to multitask and manage time efficiently
- Skilled in identifying and responding to customer needs

INTEREST

Football, volunteering, learning languages, DJing