

Joanna Bloggs

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Summary

I am a Customer Service Manager with 3 years' experience leading a team of 15 at a busy services company. Previously, I have had Customer Service roles in busy call centres and I have a strong understanding of how to deliver exceptional customer care. Having relocated to Nottingham recently, I am looking for a full time role that is closer to home.

Skills

- Strong customer service skills, developed both from my customer service and management roles.
- Strong IT and administration skills, including fast accurate typing.
- A calm patient manner with the ability to handle highly charged calls and stressful situations.
- Experience giving both on-the-spot and quarterly appraisals with the ability to both give and accept constructive criticism.
- Experience with both induction and ongoing training.
- Good commercial awareness and firm understanding of business needs and competing interests.
- Accurate and thorough, with good attention to detail.
- Ability to use own initiative, spot potential problems and create practical solutions.
- Ability to get along with people from a wide range of different background and to motivate a team to work the ability to achieve their best.

Work experience

Customer Service Manager – *March 2017 - date*

British Gas

- Leading a team of 15 Customer Service Advisors.
- Supervising responses to daily emails and calls from both engineers and customers.
- Supervising accurate booking of appointments to ensure engineer productivity.
- Ensuring that the team updates all internal work systems accurately in a timely manner.
- Initial and ongoing training for every member of the team to ensure they have a genuine focus for doing what's right for the customer.

Work experience (*continued*)

- Handling escalated complaints and authorising refunds.
- Developing effective customer service policies and procedures.
- Keeping up to date with customer service developments.

Customer Service Advisor – *March 2014 – February 2017*

British Gas

- Answering emails and calls from customers and engineers, booking appointments and booking in engineers.
- Updating internal systems.
- Using MS Word, Excel and Outlook effectively.
- Maintaining a positive and enthusiastic outlook even under pressure, with a willingness to assist my team members at all times.

Customer Service Advisor – *March 2012 – February 2014*

Severn Trent Water

- Resolving customer queries with a positive and empathetic approach.
- Maintaining self-control and a friendly demeanor in difficult situations and under pressure.
- Questioning and gathering accurate information from customers regarding issues.
- Identifying errors and inconsistencies in information, making decisions on own initiative and generating practical solutions.
- Working closely with the rest of the team, sharing knowledge and providing support.

Qualifications

Level 2 NVQ Certificate in Customer Service – *March 2018*

- This NVQ covered topics such as maintaining a customer-friendly attitude, promoting additional services, monitoring and solving customer service problems, applying risk assessments, leading a team and analysing customer feedback.

Microsoft Office Diploma – *April 2017*

- This diploma provided a good business standard level of knowledge in key Microsoft Office programmes, including Word, Excel, Outlook, Access and PowerPoint.

GCSEs – *June 2011*

- 9 GCSEs including Maths (B) and English (B).

Hobbies and interests

Walking, climbing, cycling.

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