## Jamie Longson

Customer Service Advisor

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| Professional Profile  * I am a highly skilled and versatile Customer Service Professional with expertise in providing service excellence within a call centre environment. * I am effective in high-pressured and demanding environments, ensuring adaptability, flexibility and complete focus on critical business deliverables. * I am a competent communicator who can effectively build rapport and strong relationships with customers and colleagues, allowing for the quick integration into any team and environment. * I am exceptionally organised and methodical and I am confident prioritising and managing a demanding workload to meet multiple responsibilities simultaneously. * I am resilient and dedicated with the ability to respond to customers professionally and knowledgeably. * I take all steps to actively upsell products at every customer interaction. |

## Key Skills

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| Microsoft Office: Word, Excel and Outlook | Workload Management | SLA Standards |
| Accuracy & Attention to Detail | Ability to Meet Deadlines | Performance Tracking & Monitoring |
| Customer Service | CRM Databases | Problem & Issue Resolution |
| Target Orientated | Ability to Meet Targets | Administration |
| Monitoring Performance & KPIs | Documentation Management | Call Centres |

## Career Summary

### Customer Service Advisor and Team Leader

Lloyds Banking Group (Call Centre)

April 2010 - Present

During the last eleven years with Lloyds, I have progressed and covered a number of business areas, including managing a number of existing client accounts and for ultimately ensuring customer satisfaction within the mortgages and savings and investments teams. I worked within a busy inbound call centre environment which required me to work to strict deadlines and performance targets. I must work cross-functionally with other areas of the business to ensure a streamlined process of customer support.

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| Key Achievements   * Demonstrating meticulous attention to detail when updating client files and records of all interactions further achieving an overall 95% for file accuracy. <https://www.cvtemplatemaster.com> * Frequently exceeded key performance targets of a response rate within 24 hours for all incoming enquiries. * Designing and delivering staff training in how to effectively resolve escalated complaints and issues. |

### Customer Service Assistant

endsleigh car insurance

April 2007 – March 2010

Within this role I was responsible for dealing with all inbound calls within a busy call centre environment, responding professionally and knowledgeably to approximately 70 calls per day, escalating to the relevant department where necessary. I utilised a range of in-house programmes, including Purgo and Microsoft Office.

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| Key Achievements   * Achieved over 85% in recorded calls with customers further highlighting my ability to deliver excellent customer service, interpret the customer needs and communicate effectively to resolve and conclude their enquiry in a timely manner. * Took every opportunity to identify and resolve customer issues and actively sold suitable products and services where applicable. * Achieved exceptional performance in relation to the ability to learn new software programmes and systems, including Purgo. |

### Customer Advisor

bristol street motors

September 2004 – April 2007

I was recruited as a Customer Advisor to manage existing client accounts and work widely with the Customer Service Team and Client Support Manager to ensure the attainment of business targets and objectives. I ensured I responded to all incoming enquiries and managed the CRM database. I adapted to working within a busy call-centre environment and rapidly advanced my knowledge of working within a regulated environment. <https://www.cvtemplatemaster.com>

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| Key Achievements   * Ensured a detailed knowledge of all products, service plans and promotions to effectively advise customers and consistently achieved individual performance targets. * Diligently processed customer policies and procedures with accuracy and attention to detail. |

### Retail Assistant

lidl supermarkets

May 2002 – May 2004 <https://www.cvtemplatemaster.com>

Whilst studying for my A Levels, I secured a part-time role within a busy retail environment and gained all-round experience in managing and responding to customer enquiries. As this was my first customer service role, I completed a range of internal training courses, including customer service, up-selling techniques and how to effectively resolve complaints.

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| Key Achievements   * Consistently achieved high ratings in customer service observations and received highly positive feedback for customer interactions and communication |

## Education

* Internal Training courses: Customer Service, Up-selling, Communication and Sales Techniques (Lloyds Banking Group)
* A Levels Business (B), IT (C) and English Literature (C) | 2002-2004
* 5 GCSEs Including English, Science and Mathematics Grade A-C | 2000-2002

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