AlI carter

--- Team leader ---

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## profile

* Experienced Team Leader with over 10 years’ experience within the insurance industry.
* A strong leader with the ability to motivate staff and ensure a high level of customer service.
* Ability to recognise and developing talent within an organisation and continuously improve the success of the organisation. <https://www.cvtemplatemaster.com>
* Strong communicator, with the ability to work well with others, and build strong relationships.
* Ability to improve efficiency within an organisation, including productivity and profitability.
* Ambitious individual, focused on professional and personal development.

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| * Promoted twice in seven years. * Helped improve staff retention at Veer by 50% due to improved performance management and training. * Increased profits by 20% at Spark as a result of upselling on additional products to every customer. |

## work history

### Team Leader **/** TTY Insurance, Sep 2017 – Feb 2021

* Responsible for overseeing a team of 15 customer service advisors, providing a range of insurance products, including life insurance and contents insurance.
* Motivating the team to ensure they achieve personal goals, as well as contributing to the overall goals of the team. <https://www.cvtemplatemaster.com>
* Monitoring staff performance and making suggestions for improvements, where necessary.
* Maintaining staff levels and ensuring staff shortages were dealt with promptly, including arranging cover from current staff and temporary staff.
* Supporting HR with any staff issues, including absence and poor conduct.
* Conducting interviews for the recruitment of new staff members, and managing the offer process, together with the HR department.

### Team Leader **/** Veer Insurance, Jan 2015 – Sep 2017

* Promotion from Assistant Team Leader to Team Leader.
* Conducting interviews for new staff and managing the staff rota, ensuring cover where necessary.
* Responsible for motivating staff and managing employee performance, ensuring targets are achieved.
* Managing the disciplinary process, together with an HR representative.
* Dealing with customer queries and complaints where necessary.
* Implementing new processes and procedures to improve the efficiency of the team.
* Delivering staff training and helping support staff to reach their own goals, as well as those of the team and company as a whole.

### assistant Team Leader **/** Veer Insurance, Jan 2013 – Jan 2015

* Answering insurance queries and providing a high level of customer service.
* Responding to customer complaints and supporting team members where necessary.
* Coaching team members to ensure the highest standard of customer service.
* Monitoring performance and providing suggestions, where necessary to improve performance.
* Supporting the Team Leader with recruitment and performance management.
* Providing cover for the Team Leader during holidays and absence.

### assistant Team Leader **/** Spark Coffee House, Mar 2010 – Jan 2013

* Promotion from Sales Advisor to Assistant Team Leader.
* Managing a small team of 6, ensuring all team members were working towards the goals of the company and delivering exceptional customer service.
* Interviewing staff and making recommendations to the Area Manager.
* Attending management meetings and presenting on occasions.
* Motivating staff and undertaking performance management meetings with the Area Manager.
* Providing cover for Sales Advisors when necessary, including during exceptionally busy periods and holidays. <https://www.cvtemplatemaster.com>
* Keeping up to date on any changes within the sector, including new products and potential competitors.

### sales advisor **/** Spark Coffee House, Jan 2008 – Mar 2010

* Serving customers sitting in and take out coffees and pastries, ensuring high level of customer service.
* Upselling other products as required, including coffee extras, cakes and biscuits.
* Mentoring and training new members of staff, ensuring they are supported in delivering a high-quality service to customers.
* Clearing and wiping surfaces before and after customer visits.
* Helping with dishes and general maintenance of the coffee shop.
* Dealing with any customer concerns, including complaints and managing the expectations of customers.

## key knowledge, skills & expertise

* **Strong Leader** – Able to successfully lead and motivate teams and individuals to improve performance.
* **Exceptional Communicator** – A strong communicator with the ability to work well with individuals.
* **Sales Expert** – Extensive sales experience with the ability to successfully upsell products and services.
* **Goal Oriented** – Driven by achieving goals; achieves and exceeds targets.
* **Innovative** – Constantly drives to make positive changes for the benefit of the business.
* **Recruitment** – Experience in full recruitment cycle, with the ability to find the best fit for the business.

## QUALIFICATIONS

### HNC Business Management

Open University *2009 - 2010*

Modules included: Human Resource Management, Marketing Essentials, Management

### NC Business

Columbia College *2008 - 2009*

Modules included: Marketing, Economics, Skills for Customer Care, Developing Skills for Employment

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