Andrew Smith

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# Professional Profile

* I am a positive, exceptionally organised and presentable Customer Service professional, who is passionate about delivering exceptional standards whilst also ensuring the achievement of company goals.
* I am attentive to detail with a practical approach to solving problems and the ability to ensure that deadlines are met.
* Following my career break, I am now actively seeking an opportunity to utilise vast expertise within the service sector, with the confidence to make a reliable and hardworking employee for any organisation. <https://www.cvtemplatemaster.com>

# Key Skills

* I am consistently seen as a reliable and highly regarded member of staff, quickly establishing a reputation for effective teamwork skills, the ability to work under pressure with stringent attention to detail.
* I rapidly progressed my career during my time with Tesco, initially joining the company as a Customer Assistant before progressing to Team Supervisor with overall responsibility for leading and developing a team.
* I maintain an overall view of customer service, meeting and exceeding expectations, impacting on store performance and reputation.
* I am a versatile and enthusiastic individual with a wealth of expertise gained in the service sector.
* I have the ability to work effectively on own initiative with the organisation and prioritisation required to achieve tight deadlines
* I am accustomed to utilising a range of internal IT programmes and shop-floor systems. I am level 2 IT certified and I am confident utilising Microsoft Office. <https://www.cvtemplatemaster.com>

# Professional Experience

## Family Commitments

### 2015 - date

* For the last 6 years, I have focused my attention on raising a young family which has taught me many skills applicable to a working environment including extensive organisation, time management and the ability to manage a budget. I have kept my skills up to date by completing a number of online courses, including IT Level 2 and Customer Service Level 5.
* I supported the running of my daughter’s school’s PTA and played a key role in leading fundraising activities that raised over £1.5k for the school refurbishment.
* I provided support to my husband’s business in relation to managing all responses to administrative and customer enquiries.
* I developed my research skills by reading into various management theories and tools such as function-oriented execution leadership, and launched my own CS management blog 12 months ago.

## Customer Assistant | Supervisor - Tesco

### June 2013 - June 2015

* I joined Tesco on a part-time basis, initially as a Customer Assistant before progressing to Store Supervisor. I prided myself on my ability to deliver excellent customer service which was recognised by promotion to Store Supervisor. I thoroughly enjoyed working with a busy retail environment and allowed me to complete a wide range of internal training courses.
* Achieved a number of awards for the delivery of excellent customer service as recognised during customer surveys and feedback from team and colleague observations.
* I identified a number of new processes that were successfully implemented by management to further improve efficiency in the warehouse.
* I adapted to working on a number of different departments, including bakery, customer service, fashion and fresh produce, which required me to complete a series of specific departmental training courses.
* I managed a small team on the night shift, including training and managing their performance.

## Customer Assistant – RSPCA

### May 2012 - July 2012

* I worked part-time and on a voluntary basis to gain experience within customer service. My responsibilities included stock replenishment, sales and marketing, updating the company website and ensuring the shop was clean and presentable.

• I was regarded for the ability to deliver excellent customer service and quickly learning the new internal system.

Education and training

* IT Level 2 and Customer Service Level 5 (Online Courses)
* Customer Service Excellence, Sales Techniques and Up-selling techniques Course (Internal Tesco Courses)
* 8 GCSEs, including English and Mathematics

Interests and Activities

* I enjoy a wide variety of interests including learning online courses and I have focused a lot of my time to learning new skills, including most recently an IT and a child development course
* I enjoy being creative with my family, this involves all things baking and growing and making home produce.
* Gardening is also another passion of mine, I have successfully completely redesigned and landscaped my garden. <https://www.cvtemplatemaster.com>

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