

KNOWLEDGE OF	CAREER OBJECTIVE
<i>Customer satisfaction</i>	A committed and well-motivated young person who aspires to hold a position where he will be able to interact with customers on a daily basis. Highly articulate & having a clear friendly voice, Simon is more than able to offer concise & polite assistance in a phone conversation. He is currently looking for an exciting opportunity in a customer focused environment, where he will be able to deliver a high quality service & support his employer's vision.
<i>Prequalifying prospects</i>	
<i>Arranging call backs</i>	
<i>Switchboard duties</i>	
ACADEMIC QUALIFICATIONS	
<i>Customer service</i>	Coventry North College
	Diploma in Business Studies
<i>Reception duties</i>	2011 - 2012
	Pass
<i>Telemarketing</i>	Birmingham South High School
	Maths
<i>Cold calling</i>	English
	Geography
<i>Resolving problems</i>	Physics
	Pass
KEY COMPETENCIES	
<i>Articulate</i>	• Dealing with calls in a highly professional manner.
<i>Prioritising work</i>	• How to act as the first point of telephone contact for a customer.
<i>IT literate</i>	• Handling complaints in a diplomatic way.
<i>Discrete</i>	• Accurately updating customer records with information.
<i>Team player</i>	• Responding to customers who have special communication needs, such as language difficulties or disabilities.
<i>Time management</i>	• Answering any queries quickly and efficiently.
<i>Flexible</i>	• Quickly understanding a callers point of view and to empathise with them.
<i>Detail focused</i>	• Able to respond and adapt to the needs of all customers.
	• Fully aware of all laws & regulations regarding data protection.
	• Quickly processing information.
SELECTED ACHIEVEMENTS	
<i>Personal details</i>	Qualified to ITIL Foundation level. Run a blog on how to 'Exceed customer expectations & encourage repeat business'. Successfully completed a four week Advanced First Aid Course.