

KNOWLEDGE OF

Customer satisfaction

Prequalifying prospects

Arranging call backs

Switchboard duties

Customer service

Reception duties

Telemarketing

Cold calling

Resolving problems

CAREER OBJECTIVE

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.

ACADEMIC QUALIFICATIONS

Coventry North College	2011 - 2012
Diploma in Business Studies	Pass
Birmingham South High School	2008 - 2011
Maths	Pass
English	Pass
Geography	Pass
Physics	Pass

CALL CENTER SKILLS ACQUIRED WHILST STUDYING

- Dealing with calls in a highly professional manner.
- How to act as the first point of telephone contact for a customer.
- Handling complaints in a diplomatic way.
- Accurately updating customer records with information.
- Responding to customers who have special communication needs, such as language difficulties or disabilities.
- Answering any queries quickly and efficiently.
- Quickly understanding a callers point of view and to empathise with them.
- Able to respond and adapt to the needs of all customers.
- Fully aware of all laws & regulations regarding data protection.
- Quickly processing information.

KEY COMPETENCIES

- Excellent verbal and written communication skills.
- Ability to work with minimum supervision in a busy environment.
- Able to do repetitive tasks accurately over long periods of time.
- Working knowledge of MS Office software and spreadsheets.

SELECTED ACHIEVEMENTS

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.

PERSONAL SKILLS

Articulate

Prioritising work

IT literate

Discrete

Team player

Time management

Flexible

Detail focused

PERSONAL DETAILS