

Adam Sixsmith

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66 North End Drive, Harlington, Doncaster, DN5 7JS

Personal Profile

I am a polite, reliable and well-organised individual with 14 years of contact center experience. I excel both independently and as part of a team. I am also studying for an undergraduate degree in Computing and IT with the Open University.

Work Experience

Outbound Sales Advisor – October 2013 – August 2015

Concentrix, Adwick Park, Manvers, Rotherham, South Yorkshire, S63 5NA

Responsibilities:

- Calling customers to pitch products and services
- Processing orders when a customer has agreed to a sale
- Calling customers back when promised

Inbound Webchat Retentions Advisor – August 2015 - August 2019

Concentrix, Adwick Park, Manvers, Rotherham, South Yorkshire, S63 5NA

Responsibilities:

- Taking inbound chats from customers wishing to leave the company
- Negotiating deals with customers wishing to leave the company or looking for a better deal.
- Generating upgrade and disconnection orders, depending on what has been discussed with the customer

Deputy Team Leader - August 2019 - February 2022

Concentrix, Adwick Park, Manvers, Rotherham, South Yorkshire, S63 5NA

Responsibilities:

- Providing coaching to team members and giving them guidance and direction.
- Getting an understanding of the strengths and weaknesses of my team members and using this when organising tasks and setting goals.
- Resolving conflict with both team members and customers.
- Hosting team meetings to celebrate team members successes and use this time to give updates or have little team bonding sessions.

Team Leader - February 2022 - Present

Concentrix, Adwick Park, Manvers, Rotherham, South Yorkshire, S63 5NA

Responsibilities:

- Chairing disciplinary meetings with members of the team for conduct or capability issues.
- Providing coaching to team members and giving them guidance and direction.
- Getting an understanding of the strengths and weaknesses of my team members and using this when organising tasks and setting goals.
- Resolving conflict with both team members and customers.
- Hosting team meetings to celebrate team members successes and use this time to give updates or have little team bonding sessions

EDUCATION

BSc (Honours) Computing and IT (Software)

The Open University

April 2023 – August 2030 (In Progress)

B-Tech National Diploma in Sport Level 3

Dearne Valley College, Manvers

September 2009 – 2011

- Grade: PASS, PASS

GCSEs

2009

- Leisure and Tourism: B, C
- Resistant Materials: C
- Religious Education: C
- Physical Education: C
- Science: C, D
- Maths: D
- English Language: D

- English Literature: E

References

Available on request