

## Key Skills and Abilities

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- Team management
- Coaching
- Excellent decision making
- Strong attention to detail
- Good at data analysis
- People skills
- Handling complaints
- High-level IT skills (Excel/Sheets, Word/Docs)

## Relevant Employment

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**March 2021 - Present**

**Adiuvo  
Inbound Supervisor**

### *Outline*

Day to day supervision of an out of hours inbound customer service team, ensuring that all staff are working effectively and speedily to maintain a good level of customer service.

### *Key Responsibilities*

- Supervise all Inbound Customer Service Representatives throughout the shift by actively supporting, guiding and monitoring their work
- Be available and approachable as a point of contact to answer questions and provide support for all agents
- Monitor all tickets created and updated in real-time to ensure they are correct, accurate, easily understood, grammatically correct and have all the required information
- Mentor newer team members by providing feedback and guidance whilst they are still learning on the job
- Manage the team rota by approving and denying annual leave requests, shift swaps and any other absences as required
- Create shift schedules and ensure all agents are adhering to correct break times. Ask staff to adapt as needed dependant on call queues
- Log any staff sickness or lateness with the HR manager and complete any RTW or late forms as required
- Obtain call recordings where necessary for example searching for correct phone numbers or any other pertinent reason
- Handle any escalation calls that come through the team and highlight any potential complaints to the management team
- Feedback any complaints to individual staff members as required ensuring they understand the reason for the complaint and allow opportunity for discussion of the complaint
- Responsible for the creation and maintenance of a company wide rewards program
- Hold individual monthly 121s with all agents to discuss ongoing performance and address any concerns
- Assist the management team with any behavioural investigations where required and in the team manager's absence arrange and chair investigatory meetings with agents
- Report on any short calls within the team on a monthly basis to the team manager to highlight any misconduct

**April 2020 – March 2021**

**Lifetime Training  
Learner Services Team Leader**

### *Outline*

Prioritising, allocating and managing day to day workflows of a contact centre team to ensure all learners receive a high quality service and support. To effectively manage performance and motivate a team of advisers to consistently perform to the best of their abilities.

### *Key Responsibilities*

- Manage daily workflows for the entire team, sending out daily schedule and delegating tasks
- Ensure the achievement of the team's KPIs including productivity and QA measures
- Reporting on daily, weekly and monthly team performance in operational management meetings to key stakeholders
- Pull telephony data along with various CRM data sets and manipulate that data within Excel to gain a deep understanding of team performance
- Suggest and implement changes to the team's processes/ways of working based on analysis of the above metrics to department heads
- Leading daily and weekly team meetings
- Performance management of individual team members through regular 121s and half yearly reviews
- Hold midpoint and end of probation reviews providing team members with a decision on whether they had passed or failed their probationary period based on their performance

- Behavioural management of all team members in line with HR policy
- Coach and develop team members where needed to improve overall performance
- Implementing any new processes relevant to the team for the benefit of our learners
- Act as the final point of contact for any escalated complaints as per the complaints procedure to mitigate and prevent them from being escalated further to any of our regulatory bodies by coming to an acceptable resolution for the learner
- Drive MCQ and virtual classroom bookings and attendance through regular campaign management
- Identify developing trends to improve efficiency and service
- Responsible for the recruitment of team members to ensure a consistent and manageable FTE is in place

**March 2019 – April 2020**

**Lifetime Training  
Senior Learner Services Adviser**

*Outline*

To assist the Manager in leading the Learner Services team by facilitating the inbound portion of the team and to constantly drive high performance through regular coaching sessions

*Key Responsibilities*

- Manage daily workflows for the inbound side of the team, sending out the daily schedule and delegating tasks
- Complete telephone interviews and attend face to face interviews during recruitment cycles
- Handle any complaints that are escalated by the team and follow the full complaints procedure to ensure a resolution is found
- Positively impact the success of the completions team to achieve monthly and yearly completions/success rate targets
- Coach team members to help drive success against KPIs and quality metrics whilst continually pushing learners to engage and progress on their course
- Lead the team of mentors and advisers in the manager's absence to drive MCQ bookings/attendance, completions and the progression of learners on their courses
- Onboard all new starters, order equipment, set up systems and complete induction training
- Hold regular 121s with the inbound team after the successful completion of their probation
- Highlight new learners who could be potentially added to the completions pot and replace learners already pushed through to completion

**May 2018 – March 2019**

**Lifetime Training  
Learner Services Adviser**

*Outline*

To provide a quality service to learners and give them an outstanding experience as a part of their learner journey right from their welcome call all the way to completing their course.

*Key Responsibilities*

- Coaching new staff, teaching them how to use our systems and all parts of the learner journey
- To drive completions and push learners to submit work in a timely fashion across both SLC and B2C learner pools
- To convince learners to leave positive Google reviews on the Lifetime Training web page
- To answer inbound calls, respond to emails and call learners to provide a welcome call or re-engage them if they become disengaged
- To keep internal systems up to date with any learner interactions to ensure accurate reporting for senior management

**November 2017 - April 2018**

**HSBC  
Complaints Handler (6-month contract)**

*Outline*

To investigate and assess written complaints from customers and ensure a fair and quick resolution, In doing so I had to make sure the relationship between the customer and HSBC was maintained and they remained confident in our customer service.

*Key Responsibilities*

- 75% of my time was spent clearing a backlog of breached mortgage repayment protector complaints; the other 25% was spent on live complaints as they were made.
- Circa 8000 Mortgage Repayment Protector complaints to be completed within the 6 months as a team with a target of 35 each per week
- To review documents/decisions and call customers for additional information
- At times to liaise with the Financial Ombudsman on challenged decisions
- Work closely with partner companies to make sure all information used for decision making was accurate

**May 2017 - September 2017**

**Computer Futures  
Recruitment Consultant**

*Outline*

To manage all stages of the recruitment process with both candidates and clients, providing an excellent service within a specialised sector, and to grow and develop the business within this market.

*Key Responsibilities*

- Bring in new business from a previously unworked market
- To regularly meet candidates/clients and provide excellent service by gaining a clear understanding of their needs
- Business development activity targeting new and existing clients, including research, canvass calls, and quality calls, establishing and building relationships with existing and new key stakeholders
- Effectively screen candidates and match to appropriate vacancies, understand their key skills and sell in these skills to the hiring manager and arrange interviews

**August 2016 - April 2017**

**Ovo Energy  
Team Leader**

*Outline*

A role mixed between leadership and analyst responsibilities, I supervised a team of 25 people and reported into the Sales Ops Manager/partner company directors.

*Key Responsibilities*

- Led a team of 25 sales agents
- Managing 3rd party relationships and ensuring they meet all SLAs
- Reporting department performance to key stakeholders in weekly and monthly meetings
- F&P responsibilities including managing breaks/lunches, holidays, rotas and RTA
- Ensuring company values are upheld by all agents when speaking to customers
- Coaching agents to improve performance
- Listening to calls and giving feedback to agents
- Taking over complaints calls
- Completing recon reports, daily reports and the commission report
- Conducting monthly 121s with team members
- Managing team workflows and changing which campaigns team members are taking calls/dialling out from

**February 2016 - August 2016**

**Ovo Energy  
Telesales Agent**

*Outline*

Speaking to potential customers and convincing them to switch to Ovo whilst upholding all company values working towards a strict target.

*Key Responsibilities*

- Taking inbound calls from potential customers to convince them to switch their energy supplier
- Worked on 3 campaigns, inbound, lead generation and cold call
- Hit s monthly conversion target of 60% whilst keeping average call length under 11 mins

**June 2015 - February 2016**

**Ovo Energy  
Smart Outbounder**

*Outline*

To call current customers and convince them to have smart meters fitted working towards a strict target.

*Key responsibilities*

- Cold call customers and arrange smart meter installations targeted at 1.9 bookings per hour
- Attain a high compliance score

**January 2015 - June 2015**

**News Vending Solutions - News Vendor**

**April 2014 - August 2014**

**Home Fundraising - Fundraiser (backup Team Leader)**

**October 2012 - December 2013**

**Tresspass - Shop Assistant**

**August 2012 - September 2012**

**Dunelm Mill - Shop Assistant**

## **Education and Qualifications**

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- BTEC Extended Diploma in Music Performance.
  - 6 GCSEs A\*-C including English, maths and science.
  - Level 2 ICT OCR national award.
  - NCFE Level 2 Music Performance Skills