

# Brendan Vize

Contact information:  
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## **Profile:**

Experienced call centre supervisor with a demonstrated history of customer service. Skilled in leadership and coaching. A strong analytical thinker, problem-solver, and communicator with a Masters degree in Philosophy and a Professional Diploma of Digital Marketing.

## **Previous Experience:**

Jan 2018- Present                      Globetech/Apple

Cork

**Data Analyst**

Sept 2017- Dec 2017                      Abtran/Irish Life Health

Cork

**Support Agent**

Jan 2013- Jul 2017                      Wallis Market and Social Research

Melbourne

**Contact Centre Supervisor**

- Lead team of 30 agents
- Monitored call centre metrics in a high pressure multi-project environment
- Advice and support for business and academic stakeholders

July 2012- Jun 2017                      Monash University

Melbourne

**Researcher/Tutor**

- Analysis and communication of complex information
- Mentoring and support for students
- Working independently with minimal supervision

Feb 2014- May 2016                      Deakin University

Melbourne

**University Tutor**

Feb 2013- Mar 2016                      The School of Life

Melbourne

**Content Writer/ Workshop Facilitator**

- Wrote and presented content for public events
- Completed multiple small projects to strict deadlines

Nov 2010 – Feb 2012                      Inland Revenue Department  
Wellington  
**Customer Service Representative (Contact Centre)**

Feb 2009 – Nov 2011                      Victoria University (VUW)  
Wellington  
**University Tutor**

Feb 2008 – Jan 2009                      UCMS Ltd.  
Melbourne  
**Customer Service Representative (Contact Centre)**

Feb 2007 – Nov 2007                      Capital Communications Group Ltd  
Edinburgh  
**Contact Centre Supervisor**

### **Education/Qualifications:**

2018    Digital Marketing Institute  
Cork  
**Professional Diploma of Digital Marketing**

2009- 2011                                      Victoria University (VUW)  
Wellington  
**Master of Arts (MA) in Philosophy**

2005    Victoria University (VUW)  
Wellington  
**Honours (BA Hons) in Philosophy**

1999-2001                                      Victoria University (VUW)  
Wellington  
**Bachelor of Arts (BA) in Philosophy and Religious Studies**