**Brendan Vize**

Contact information:

Email: [brendan@bvize.com](mailto:brendan@bvize.com)

**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