

STEFAN CARTER

D.O.B 27/08/1990

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Summary

I always enjoy taking on new challenges, learning new skills and I am always willing to tackle any task or problem put in front of me with an open mind. I always work to the best of my ability and do everything I can to ensure the job is done to an exceptional standard. This, combined with a positive can do attitude, makes me feel I am the ideal candidate for any role.

Working in various roles over the years has helped me build up a comprehensive ability to keep calm in any situation, whether it be with angry or unhappy customers or problems that may arise within the working surroundings or being given a task to achieve in a timely manner. I am a passionate person always wanting to improve myself and the team and company around me.

Work History

Wincanton Logistics 04/17 - Current

Warehouse Team Member

This role involves collating orders ready for delivery to stores. This was a temporary job which was taken to see me through to the time I went travelling earlier this year.

TopCashBack 07/15 - 04/17

Projects Co - Ordinator

During this role at TopCashback I was the main point of contact for any bugs / errors in the internal working system or on the website itself. This involved me gathering all information about the issue that I could from the employee that initially raised the issue and, where I could not solve the issue myself, liaising with the IT department to work together to bring the issue to a satisfactory resolution.

Due to the size of the member base for the website (6,000,000+ members), this meant that a calm nature was needed when various errors would come through. This has developed my organisational skills, as well as giving me great experience in dealing with multiple problems in one go, and developing the ability to look at a situation and prioritise what needs to be done first.

As well as being the main support for any urgent issues which arose, my role also involved working with the various teams in the business to develop new systems and implement any improvements / changes to the back end systems as well as changes to the UK / International websites. I was part of a highly dynamic project team including 4 other team members.

The main day-to-day duties of this role involved overseeing a team of technical staff, passing through the next project and overseeing this from start to finish as well as organising the benefits and acceptance criteria of the next project. This was all done on an internal system by logging tickets of the errors and improvements and updating the tickets so that the person that raised the issue could see the progress of the issue and would contact the appropriate people should any further queries need answering.

This job has taught me to keep calm when the situation appears to be going wrong, and resolve any issue in a timely and sufficient manner.

TopCashBack 11/14 - 07/15

Online Claims Advisor

The main duty in this role involved assisting the member base of TopCashBack with the progression of their missing cashback claims. Due to the volume of claims which came through each day and the amount of messages posted on each, a fast paced working attitude was needed, while not letting the level of customer service standards suffer. Some claims were quick to resolve and require a simple message or request to conclude them, while others involved looking further into the history of the claim, member and network to investigate what had gone wrong or find a solution for the member.

The other main responsibility in this role involved dealing with various networks (working on behalf of merchants). This included submitting and retrieving the members' claims to the network to be resolved. These resolutions were then passed on to the members themselves via the claims. As the networks did not always run as smoothly as we would have hoped, my main focus had been on getting all previous outstanding claims resolved, as this meant the network was not running to a good enough standard. This meant becoming much more involved with the staff who run the various accounts to get this resolved.

Home Retail Group 06/14 – 10/14
Customer Service Advisor

My time in this role involved talking to customers over the phone dealing with complaints and queries related to Argos products, store, services, and the Argos website and app. The first 6 weeks of this job involved learning a range of different software, programs and processes. The working environment is fast paced with a variety of conversation topics with the customer, needing quick thinking and good problem solving skills as well as using the various software simultaneously.

Education

Teesside University 09/09 - 06/12

BA(Hons) – Graphic Design (Advertising)

Grade – 2:1

Stafford College 09/06 - 07/09

BTEC National Diploma – Interactive Media

Grade – Distinction Distinction Merit

BTEC First Diploma – Media

Grade – Merit

Skills & Expertise

- Great ability to learn new computer programs and software / processes.
- Good understanding of IT systems within a workplace.
- Basic knowledge of SQL Server.
- Constant use of Microsoft Office applications on a day to day basis.
- Positive attitude and always wanting to please with any challenge / task.
- Excellent communication skills.
- Always willing to voice concerns / suggest any improvements to the team.
- Excellent at adapting to new roles and new tasks.
- Ability to work well on my own or as part of a team.
- Willingness to stay working until the job is done.

Hobbies + Interests

Not content with sitting around wasting my free time, during this, I enjoy traveling and visiting new towns and cities, whether this be a day out in the UK or going further afield and visiting cities abroad. The part I enjoy most is exploring and taking pictures and tasting the local food a place has to offer. I like to listen to the radio, mainly Radio 2, with disappointing performances at answering popmaster, as well as podcasts such as the Infinite Monkey Cage and the Frank Skinner Show. I also enjoy to read, with my favourite reads being the works of Nick Hornby and Danny Wallace for fiction works, and any book about astronomy and how the universe works. I like to keep active through running, walking in the countryside, cycling and playing football. As well as playing, I also enjoy watching football, specifically Arsenal F.C (unfortunately). When it comes to watching TV, like my books, I enjoy any documentary on astronomy and space, such as The Sky At Night, and the Wonders series with Brian Cox. If not about space, I like to watch cooking and shows to improve my culinary skills at home.