



Caroline Harte

Profile

I'm a well organised individual used to working under pressure. I'm highly selfmotivated, confident energetic person with a strong work ethic. Excellent interpersonal, communication, presentation and customer focus skills.

Employment History

Customer Service Advisor (U.K emergency assistance team), Axa Assistance, Athlone Co Westmeath

OCTOBER 2015 – JANUARY 2017

Answering inbound customer queries.

Capturing accurate customer details and deploying emergency response in accordance to customers emergency.

Communicating with 3rd party businesses inline with company policy in order to insure a quick response to customers Home or vehicle emergency.

Communicating with the customer to set service expectations and advise on all stages of works and repair.

Accurately checking customers details and policy to ensure customers policy covers assistance being provided,

Responsibly using in house systems to capture customer information and send the correct support to customer in accordance with the emergency (U.K home emergency and U.K and main land Europe Vehicle breakdown support)

Insuring a high level of team work at all stages with multiple teams (3rd party vendors deployed to emergency, U.K assistance team and European emergency Team)

Healthcare Assistant, Cpl Healthcare, Dublin/Nationwide

OCTOBER 2011 – OCTOBER 2015

Observed and documented patient status and reported patient complaints to the case manager.

Team leading experience.

Delegating work load equally and efficiently.

Promoted continuity of care by accurately and completely Communicating to other caregivers the status of patients for which care is provided.

Time Management Skills.

Working in fast paced environments.

Customer service advisor and telesales, Red Ribbon Direct, Portarlington Co Laois

OCTOBER 2009 – MARCH 2010

Provided accurate and appropriate information in response to customer inquiries.

Maintained up-to-date records at all times.

Developed effective relationships with all call center departments through clear communication.

Details

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Skills

Ability to Multitask

Customer Service

Fast Learner

Communication

Ability to Work Under Pressure

Ability to Work in a Team

Computer Skills

Hobbies

Surfing

Kayaking

Hiking

Reading

DIY

Vehicle maintenance

Invoice and billing to customers and clients.

Customer service retention advisor, Dhl Express, Dublin

Sales of all products and upgrade services available.

Mastery of complaints management with in company policies and procedures.

Made reasonable procedure exceptions to accommodate unusual customer requests.

Provided accurate and appropriate information in response to customer inquiries.

Maintained up-to-date records at all times.

Developed effective relationships with all call center departments through clear communication.

Built customer loyalty by placing follow-up calls for customers who reported product issues.

Formulated and enforced Service Center policies, procedures and quality assurance measures.

Education

Healthcare support, Fas , Tullamore Co Offaly

SEPTEMBER 2010 – JUNE 2011

Fetac level 5 Healthcare support

Motor Technology, Kylemore collage, Dublin

SEPTEMBER 2004 – MAY 2004

Fetac level 5 Motor Technology (certificate of completion)

Leaving certificate, Colaiste Iosagain, Portarlinton Co Offaly

SEPTEMBER 1999 – JUNE 2004

Leaving certificate 2004

Junior Certificate 2002