

Paul Frankling

- **Location:** Based near York
- **Age:** 26
- **Email:** *****
- **Mobile:** *****

Summary:

- I am an organised, motivated and hardworking individual who always approaches work with an enthusiastic, can do attitude. I am very proud to have a track record of 100% punctuality throughout my working life. I am always willing and eager to learn and develop, seeking opportunities to grow within a company whilst also seeing how the existing experience and skills I have might be able to innovate my role. Having worked individually and as part of a team I am confident in challenging situations, working alone and remotely, managing my time and meeting deadlines, but also in working collaboratively and encouraging others as part of a team to deliver success.

Hobbies and Interests:

- My main interests are football, swimming, walking, gaming and computing. I am a keen writer too with an ambition of writing a novel.

Additional Information:

- I hold a full, clean driving licence.

Work Experience:

• **Paternity Leave**

November 2019 to Present

• **Account Manager**

Practice Supplies Ltd, Malton - June 2018 to November 2019

As an Account Manager, I called numerous prospects in order to acquire new business. Once business had been established with new customers, it was my job to help them with any future requirements for ink, toners and drums. I was also required to monitor orders and assist customers if they had any issues.

• **Debt Prevention Specialist**

Orbit Debt Collections Ltd, Malton - April 2017 to June 2018

My main duty is to make outbound calls for Anglian Water with the aim to resolve debts and provide efficient customer service. Faced with different challenges every day, I was forced to adapt to each different situation spontaneously when on the phone to customers. I dealt with a range of customers from the aggressive to the upset. I learned to retain a professional and calm manner when propositioned with an irate customer. I would try to help them as much as possible and reassure them that their situation could be resolved.

• **Warehouse Assistant**

JMP, Malton - April 2016 to April 2017

My role here has involved learning to drive two forms of a forklift. I have gained experience in sorting orders, from picking them inside the warehouse to booking them out on the computer.

Education:

- **Leeds Trinity University**

2012 to 2015

B.A English and Writing - 2:2

- **Malton School Sixth Form**

2010 to 2012

A level in English – D

A level in General Studies - D

A level in History - E

A level in Art - E

- **Malton School**

2005 to 2010

GCSE in English Language - B

GCSE in English Literature - C

GCSE in Mathematics - C

GCSE in Science - D

GCSE in General Studies - B

GCSE in History - B

GCSE in Geography - D

GCSE in Applied Art - Two C's

GCSE in Applied Science - D

GCSE in Religious Studies - C