Jane Evans

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**Personal Profile**

Passionate about supporting others, dedicated deputy team leader with 5 years’ experience managing a team of 10 people. Confident user of Determined to Lead tools having improved team performance by 15% with coaching skills as part of weekly reviews with team members supporting their development. Actively involved in NW Gender network helping colleagues by mentoring. Now looking to bring this skillset into a Team Manager role in Personal and Business Banking.

**Transferable Skills**

* Leadership – Won ‘Manager of the Month’ after recommendation by team for support and leading by example
* Coaching – Developed 2 new entrants to promotion through weekly 121’s, coaching, observations and feedback
* Customer Service – Improvement of 25% on customer feedback survey. Received 4 letters of thanks from customers
* Relationship Building – Proactive meetings set up with local Business Manager, now working together to improve customer experience
* Risk Control – Consistently achieving top score in Unit for risk control and compliance

**Career Progression**

**Deputy Team Leader – August 2017 - Present**

Supporting Team Leader in a busy and demanding customer telephone environment with 10 employees. Organising workflow and ensuring calls are answered within agreed 3 minute SLA. Coaching and support team daily with customer queries. Central referral point for all technical issues and escalated complaints. Responsible for team compliance.

* Support for others: Developed training log to ensure all staff receiving timely training to meet their objectives and progress – Idea extended within Unit
* Customer Service: Responsible for all customer complaints on the section – Reduced by 30% on previous 6 months
* Relationship Building: Undertook training and subsequently coached team to set up LinkedIn to develop professional relationships
* Inspiring: Organised and led the whole team on a sponsored walk raising £1,000 for Cancer Research

**Personal Mortgage Adviser – June 2015 - August 2017**

Conducted mortgage interviews including reviews; identifying customer needs and priorities to ensure the provision of best advice and excellent service, whilst identifying appropriate additional customer needs.

* Supporting Others: Acted as a key point of contact within the branches. Coached staff and improved referrals branch teams by 10%
* Excellent customer service: Meeting their immediate needs within the mortgage process; ensure leads are referred back to lead providers ensure ongoing customer contact is maintained for their future financial needs. 9 extra recommendations provided by existing customers
* Compliance: Achieved fully competence status in the role through continuing professional development and top score on control testing

**Customer Service Officer – May 2010 - June 2015**

Working in several different branches in a range of customer facing roles

* Communication: Give direction and clarity to customer queries ensuring a fair outcome and customer kept informed at all stages
* Customer Service: Understanding customer needs and issues and respond so that their expectations are reached and exceeded in line with policies and procedures. Achieved increase of 25% on customer survey achieved by coaching team with role-plays
* Technical Knowledge: Acted as a point of escalation for the customer regarding processes and products

**Education and Training**

BSc Applied Mathematics 2:1

A Levels: 4 Grades B–D including English

GCSEs: 8 Grades A–C including English and Maths

**Internal Courses**: Determined to Lead, Customer Complaints Handling, Service Excellence

Classification internal