

# **Edward Shackleton**

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As a highly motivated professional, I am confident in my abilities to work within a team as well as using my own initiative to solve problems.

I am extremely hard working and strive to perform to the best of my abilities in any task I am given. I am comfortable communicating with clients via email, telephone or face to face.

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## **Experience**

### **April 2017 - Present: OVO Energy**

*Customer Service Advisor - Cross-Trained*

- Working efficiently in a fast paced environment.
- Problem solving and trouble-shooting customer issues.
- Promoted to cross-training status 2 months early, taking on additional duties and responsibilities.
- Proficient in all systems and programmes used by Customer Service Advisers.

### **January 2017 - March 2017: ITS Technical Recruitment**

*Recruitment Consultant*

- Building rapport with both candidates and clients.
- Constantly adapting to ever-changing targets.
- Being self-motivated to hit both personal and team targets.

### **March 2016 – December 2016: Assured Futures Ltd**

*Tele-Interviewer*

- Cross selling a range of products to customers.
- Outbound calling to gain customer interest in our services.
- Speaking to customers about sensitive issues.
- Making sure paperwork and documents are accurate and professional.

### **December 2014 – February 2016: Allianz Insurance**

*First Notification Claims Handler*

- Dealing with distressed customers in need of immediate help.
- Resolving issues efficiently and proactively.
- Selling particular services where appropriate, and offering advice where possible.
- Explaining processes and technical jargon in a more customer-friendly way.

### **2012-2014: Royal Mail Door to Door Business**

*Customer Service Advisor*

- Handling confidential data on a daily basis, in compliance with the data protection act.
- Dealing with customers on a daily basis; resolving issues with orders and setting up new contracts.
- Team leader for various schemes within Royal Mail, such as the collection service.
- Able to use excel and other Microsoft office programmes.

### **2009-2012: Further Experience in various Roles**

- 2010 - 2012: *HMV Oxford - Till Assistant/ Temporary Supervisor*
- 2009 - 2010: *Gamestation Oxford - Till Assistant*

- Confidence in my ability to communicate with a team, and use my initiative to solve problems.
- Training/Mentoring: Training staff and listening to the needs of my team.

### **Education**

#### **2002-2007: The Cotswold School - Bourton-on-the-Water**

*11 GCSEs including English, Maths and Science.*

Grades: A-C.

#### **2007-2009: The Cotswold School Sixth Form - Bourton-on-the-Water**

*A-Levels in Art, Psychology and English Language.*

Grades: C, E, E.

References available upon Request