Joseph Hutton

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| Profile |

A knowledgeable and self-motivated individual with experience in sales, customer service and software development.

Troubleshooting and problem solving come naturally. Knowledge of SLA based environments. Highly literate and

excellent communicator well suited to working in teams and communicating with customers.

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| Work History |

Chief Customer Operator April 2013 – Present

Direct Line Group

* Directing inbound/ outbound customer contacts for policy amendments/accounts/claims/sales/retention.
* Managing individual targets in line with operational standards.
* Contributing to process improvement and sharing best practices.
* Self-management of development actions and targets

Customer Service Sales Advisor September 2007 – May 2008

Royal Bank of Scotland

* Directing inbound customer account reviews.
* Retrieving information from and redirecting enquiries to relevant departments.
* Working to a strictly evaluated, team driven, target structure.
* Working natively with back-office systems.

Charity Fund Raiser April 2012 – May 2012

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* Organise contact data on potential supporters based on Telephone based inquiry.
* Eloquently influence, persuade and encourage Support from warm/cold contacts.
* Working to a competitive, individual driven, target structure.

Call Centre Agent September 2005 – April 2006

Ticket Master

* Handling inbound customer requests and purchases?
* Leasing with various departments to achieve customer satisfaction.

Administration Officer May 2006 – September 2006

HSBC

* Keeping and filing records supplied by Customers and other departments.
* Arranging outbound customer correspondence based on free form templates.
* Managing a cue of tasks based around information acquisition.
* Working to an SLA Management structure.

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| Education |

* BA Honours Acting Degree from the University of Essex
* MTA Software Development Fundamentals

(<https://www.credly.com/badges/baaf3e86-139e-46ae-bfe4-c29eb636093e>)

* W3Schools JavaScript Fundamentals

(<https://equiverse.github.io/Public/certified-javascript-developer-joseph-hutton.pdf>)

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| Key skills |

Software

* Visual Studio
* VS Code
* SSMS

**Languages**

* C#
* SQL
* JavaScript
* HTML
* CSS

General

* Administrative skills
* Adaptive and self-motivated
* Excellent communicator, verbally, written and electronically
* Professional telephone manner, exceptional customer service skills
* Highly numerate and literate
* Polite and courteous manner
* Positive and cheerful demeanor

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| Other Achievements |

During a voluntary work placement in Livingstone (Zambia) I had the opportunity to teach children aged 9- 13 English and drama for 5 weeks.

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| Interests |

Sound Design, Music Composition and Audio Engineering, Application Development, Theatrical Rehearsal, Performance and Devising

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| References Available on Request |