

# Rob Thompson

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## Profile

Motivated and adaptable professional with experience across customer service and administrative roles. Skilled at managing multiple tasks efficiently while maintaining strong attention to detail.

Key Skills
Communication
Teamwork
Time Management

## Experience

### **Customer Service Advisor** – UrbanConnect Services, Manchester (2021–Present)

Provide exceptional customer support through phone and email, resolving issues efficiently while maintaining company reputation.

### **Warehouse Operative** – Northern Express Logistics, Manchester (2019–2021)

Assisted in inventory management, picking, and packaging orders while adhering to strict safety and accuracy standards.

### **Administrative Assistant** – PrimeEdge Office Solutions, Manchester (2017–2019)

Supported office operations by managing schedules, handling documentation, and ensuring smooth workflow across departments.

## Education

BTEC Level 3 Diploma in Business Administration – Manchester College (2018)