#### HARPAL KAUR JOHAL – Curriculum Vitae

##### **Contact Details**

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## Personal Statement

I am hardworking, enthusiastic and punctual as well as highly motivated and friendly with a positive attitude. I am committed to providing excellent customer service and I have extensive experience gained in both customer service and IT business support roles.

My experience means I am versatile, confident and reliable with the ability to work under pressure in any situation, on my own or as part of a team. I am able to apply a logical and methodical approach to my work and understand the pressures of working to tight deadlines.

I am also very empathic and engage with people of all ages and backgrounds. My life experiences have given me insights to deal with a number of challenging situations which I am able to use to support others.

### **Experience**

Skills acquired throughout work, academic and life experiences.

* Customer Services – understanding and identifying the needs of customers and delivering solutions including handling complaints and providing support. Being an effective communicator.
* MHFA trained and offer support as Mental Health First Aider
* Administration – completing all necessary paperwork efficiently and on time, computer literate
* Management – supporting and running all aspects of the family business. Managing staff and their training and ensuring the business adheres to legal requirements
* Sales – recognising and identifying customer buying trends and recommending product lines
* Finance – responsible for all aspects of billing and invoicing
* IT - Business Analyst and Developer providing IT solutions to customer needs
* Training – providing end users with technical support as well as training material

### **Skills & Strengths**

My main skills and strengths are:

* Excellent Customer Service skills
* Interpersonal – customers, colleagues, across all ages and diverse backgrounds
* Computer Literate – knowledge and experience of numerous software applications
* Strong communication skills
* Capable of working as part of a team or on my own initiative
* Professional approach with an attention to detail

##### **Interests**

I love spending time travelling and socialising with my family and friends. I have a keen and active interest in spiritual and holistic health, and I am a qualified Reiki Master. I also enjoy doing voluntary work at Homeserve to help support a variety of charities.

# Employment History

# Homeserve, Cable Drive, Walsall.

# September 2017 – Present Customer Service Representantive

I am responsible for dealing with sales and service calls to assist customers with our domestic home insurance policies. Providing excellent customer support over the phone and liasing with various departments to ensure high levels of service are attained, through often challenging times. Ensuring we effectively deal with customer queries whether they are service, complaints or general enquiries while adhering to industry compliancy and regulations. I also provide emotional and practical support to my colleagues as a qualified Mental Health First Aider.

# Capita Business Services Ltd, Fort Dunlop, Birmingham. B24 9FD.

# August 2016 – June 2017 Customer Service Agent

My role involved providing support and assistance to employers and third parties to educate and enable them to fulfil their legal duties towards auto-enrolment of pension schemes. This involved using strong customer service skills and active listening skills in a challenging environment. Attending regular training sessions to ensure adherence and compliancy by The Pensions Regulator. Requirement to think on your feet, use investigative techniques to apply this knowledge to present solutions directly over the phone or by correspondence via email in a timely manner.

# Lees Stores, 101-103 Alder Drive, Chelmsley Wood, Birmingham. B37 7QG.

# October 2007 – June 2013 Assistant Manager

Duties involved managing and training staff, implementing best customer service practices. Ensuring business met all legal requirements e.g. licensing certificates, insurance policies. Managing all aspects of finance i.e. billing, invoicing, managing returns. Liaising with suppliers and third party service providers e.g. WHSmiths, Lottery, Payzone. Serving customers and dealing with any issues. Ensuring the Health and Safety of all staff and customers at all times

# C H Jones Limited, Premier Business Park, Queen Street, Walsall. WS2 9PB.

June 1996 – November 2004 Analyst Programmer

To develop our in-house applications as required for customers and internal departments within the company. My core responsibility was to develop business solutions according to customer requirements. This involved investigating customer requirements, design, programming and testing, and implementation of solutions and training end users to use the business solution. This involved producing relevant documention throughout the process, from feasibility studies, program coding, progress reports, training documentation.

##### **Education**

Oct 1990 – Jun 1993: University of Manchester Institute of Science and Technology

**Sackville Street, Manchester.**

BSc Honours Degree in Computation

**Sept 1988 – Jun 1990: Southall College of Technology, Beaconsfield Road, Southall.**

BTEC National Diploma in Computer Studies

**Sept 1984 – Jun 1988: Villiers High School, Boyd Avenue, Southall, Middlesex.**

###### Maths - A, English Language - C, English Literature - C, Biology - B, Punjabi - A, History - C

**References upon request**.