

PROFESSIONAL SKILLS

- Microsoft Office (Word, Excel, Powerpoint, Visio, Powerapps)
- Exposure to HTML5 & CSS3.
- Applied web accessibility
- Audit preparation
- Training needs analysis
- Skill gap analysis
- Process development

PERSONAL SKILLS

- Creative
- Resourceful
- Analytical
- Reliable
- Professional
- Organised
- Efficient
- Attention to detail
- Time management
- Adaptable

EDUCATION

BA (HONS) MUSIC TECHNOLOGY AND POPULAR MUSIC

University of Huddersfield | 2012 - 2015
Upper Second Class (2:1)

A-LEVEL

Priestley College | 2009 - 2012
Achieved: B
Studied: Music Technology
BTEC Music Performance
Achieved: Merit

GCSE

Sir Thomas Boteler High School
2004 - 2009
Achieved: 10 GCSEs graded B - C
including English and Maths

CONTACT

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JOEL RUTTER

ABOUT

A hard working, punctual and committed individual with a passion for providing an outstanding customer experience and problem solving, looking for an exciting part time opportunity as part of an agile and well founded team. Dedicated to expanding and enhancing my current understanding and take on complex new challenges, whilst working as part of an agile project team, and also independently as a motivated self-starter who can work well using initiative.

EMPLOYMENT HISTORY

LEARNING AND DEVELOPMENT EXECUTIVE

Dixons Carphone - Financial Services Group | Jan 2018 - Present

- Delivering the training and development strategy for our front line and management functions.
- Designing, delivering and auditing bespoke training material, briefings and staff guidance documents across several business areas in line with the induction and business framework
- Maintaining strong relationships with both internal and external stakeholders
- Adapt and improve all employee training experiences to ensure positive customer outcomes
- Monitoring all material to ensure compliance requirements are met and following a strict version control framework
- Managing and assessing trainees and new employees, monitoring their progress and signing them off as fully trained employees
- Managing comprehensive training databases and feedback records across the business
- Maintaining staff competence files in line with the business's Training and Competency Scheme
- Undertaking audit readiness actions and audit gap analysis to drive continuous improvement and minimise risk to the business

CUSTOMER EXPERIENCE EXECUTIVE

Dixons Carphone - Financial Services Group | Jan 2017 - Jan 2018

- Investigating domestic and corporate complaints for a variety of areas within the Financial Services Group in accordance with FCA regulations
- Providing the highest standard of customer service to all customers providing unique outcomes for every customer
- Assist and support the team leader in providing expert advice and training for new starters
- Working towards daily quality assurance and productivity targets

BACK OFFICE INSURANCE ADMINISTRATION AGENT

Dixons Carphone - Financial Services Group | Aug 2016 - Jan 2017

- Handling domestic and corporate insurance claims for third party insurance clients
- Insurance administration for domestic and corporate customers
- Acquiring new product knowledge to ensure consistent high quality customer service

FRONT OFFICE CLAIMS AGENT

Dixons Carphone - Financial Services Group | Jun 2016 - Aug 2016

- Handling domestic claims for third party insurance clients
- Working towards ambitious quality assurance and adherence targets

Further experience and references available upon request.