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| **NAME : Joshua Rudge** | | | |
| Address: 133 Regency Square, Warrington, Cheshire. WA5 0EX | | Date of Birth: 22nd May 1996  Home Tel Number: N/A  Mobile Tel Number: 07715388983  Email Address: joshrudge@hotmail.com | |
|  | **WORK EXPERIENCE**  **Cemex**  My role at Cemex is spilt into two parts 1 is the customer service role in which I take orders or helping customer out with any questions, an example would be advising a customer what time he/she would be expecting the delivery. The second part of my role is planning the drivers schedule for the next day, I would be scheduling drivers to go and deliver the products to the customers or to help out other plants with their delivers.  **Restons Solicitors Limited 11/03/19-03/07/19**  My role at Restons is reviewing financial statements and accepting them or rejecting them after review them, I will review the, online and negotiate payment offers if I wasn’t happy with what the defendant offers. For his role I learned about the legal system interim off proceeding legal issues, charging order, Attachment of Earnings and Warrants of Control. For this role I was working on my own dealing with a work list that would we updated with new files everyday**.**  **Certas Energy 25/09/17-27/02/19**  At Certas I started in CSA my role was to answer incoming calls or emails for customers looking to order fuel after a few months I was promoted to the Contracts team this is an admin base role my responsibilities were looking after our biggest customer e.g speedy services, home fuels ect, my other responsibilities were dealing with customer queries like pricing issues, investigating why a customer needs a refund, setting up new accounts, chasing new Purchase order numbers for our credit control team.  **Iesa Limted 7/08/17-20/09/17**  At Iesa I was working on the accounts payable help desk, my role there was to answer incoming calls or emails which could be about payment they didn’t receive, when the next payment run is, forward any emails or calls when the customer wants to take the account on hold (Legal action) and making sure customers are given the correct contact details.  **Claims Guys** 3/04/17-08/07/17  At claims guy role was to collect forms where customers would fill out a questionnaire about PPI and how and when they paid for PPI, then I would either create a new account following the details they have given or update their account. I had targets to meet to target were to complete over 85 forms a day  **Direct Infinity** 1/03/17-31/03/17  At Direct Infinity my role was to call customers who have expressed interest in new cars that have been showcased by car company’s like ford ect ect, and trying to make appointments for them to see the car, whilst at the role I was given target to make 8-10 appointments a day.  **Capita** 31/10/16-13/01/17  At Capita I worked for a company called Scottish Power, at Scottish Power my roles at the company were to take incoming calls from customers who could need help with Bills, giving in meter readings, dealing with refunds, handling complaints and trying to resolve them. At my time at Scottish Power I used the system’s like CRM and SAP when helping customers. The skills I have learned how to talk to customers on the phone, problem solving, communication and listening | | |
|  | **McDonalds** 05/07/12-31/10/16  My roles as a crew member were cooking, cleaning, dealing with customers face to face. The skills I’ve learned from my time at McDonald’s are teamwork, communication, listening and problem solving.  **PERSONAL STATEMENT**  My extra activities are playing for a football club called Whittle Hall, I have also been Menai which has helped me to become more independent and I was also involved in lots of team activities. I have achieved a basic first aid qualification which runs out in 2013.  In April 2011 for my work experience I went to Holiday Inn Warrington for two weeks and gain experience working in several different departments, i.e. food and beverage, housekeeping and reception.  In June 2012 I took part in the NCS project, In this project I was put in to group with people around my age 16-17 we would spend two weeks doing team building activates, then the following two weeks we would plan and pursuit our fundraising ideas. The charity we chose the help was the Cheshire District And Federation Of The Blind. | | |
| **EDUCATION** | | | |
| Dates you started and finished | Penketh High School, Warrington | | |
| Dates you started and finished | September 2006- May 2012 | | |
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| Expected GCSE subject and grades | English Language  English Literature  Mathematics  Science (Double Award)  Learning for Life  Public Services  B-tech PE  ICT OCR | | Expected GCSE Grade:  C  D  C  C  D  Pass  Pass  Pass |
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