

**SIMON LAW**  
102 Tom McCabe Gardens  
Hamilton  
Lanarkshire  
ML3 6LW  
Mobile: 07575848814  
Email: [simondw.law@outlook.com](mailto:simondw.law@outlook.com)

### **Additional information**

Clean UK driving license held

Fully flexible working hours

### **References**

Available on request

At present, I am a retentions-sales advisor for Sky, with over 9 years total customer service experience, and have an extensive understanding of how Sky technology works. I have practical experience from software developing and building my own gaming PC and am actively involved in installing technical equipment for friends and family. I also have extensive Safety Training from retail warehousing. I have a proven record at dealing with situations where I must ensure the best interests of the company coupled with customer satisfaction. I want to adapt and develop my skills, together with my passion for all things Sky and our customers, in a more hands on technical role.

### **Work Experience**

#### **Aug 2015 – Present Sky Retentions-Sales advisor, Uddingston**

Currently working for Sky in a retentions role at the contact centre in Uddingston. It is my job to liaise with customers who express a wish to cancel their sky TV account. As a Retentions advisor, this gives me a strong understanding and knowledge of Sky technology. I use my love of technology and drive for quality customer service to ensure a unique customer experience. I speak to a broad range of customers from all walks of life and spend valuable time with them to ensure they have the very best services to suit their needs and enjoy educating them about new products and services. My personality and passion for all things sky allow me to excel at this. We have many metrics and KPIs that we adhere to so I must balance business targets with customer experience to ensure these targets are met and still maintaining positive feedback from all my customers. Professional time management is key to ensuring I provide my customers with a first-time resolution when possible. I also provide

support to my peers in the absence of management to ensure my team maintains a high level of service.

#### **April 2008 – Aug 2015 Pavers shoes, Coatbridge and Glasgow**

I was a key-holder for the store with knowledge and experience of managerial duties. This is where my passion for customer service blossomed and also where I received my safety training for lifting heavy loads and working in a typical warehouse environment. I was required to open and close the store for management cover. I oversaw the store until the arrival of senior management or subsequently at night after they had left. This required; cashing up at night, sales performance calculations, handling complaints, processing refunds/exchanges, readying the shop for the next day, planning daily work load and prioritisation of store activity, opening the store and ensuring it was in a presentable manner up to the required standards and lastly ensuring targets are met

#### **Aug 2013 – Sep 2013 Turtlewatch Conservation Project, Cyprus**

I spent 4 weeks in August 2013 volunteering in Cyprus with 'Turtlewatch', alongside RAF Akrotiri and the University of Glasgow, doing sea turtle conservation work and research. We worked outside in varying weather conditions and at varying light levels. This gave me experience away from home working with others and alone in an unknown environment with early morning starts, including; group project work; data collection; managing a local shop for tourists, engaging with members of the public about our work, patrolling beaches, nest excavations and caring for the turtles.

#### **Interests**

I have a keen interest in technology and I have built and repaired my own gaming PCs. I like to keep up to date with changes in technology as it is constantly improving. In my spare time I enjoy online gaming, playing football twice a week, cycling and motorsports. I have also taken part in and organised many charity and fundraising events such as hill climbs and live band nights.

#### **Education**

**2009-2013 University of Glasgow**  
BSc Animal Biology

**2003-2009 Brannock High School, Newarthill, Motherwell**  
Higher Grades: Chemistry (B) Biology (B) Computing (B) Maths (C) English (C)