



CONTACT ME



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MY SKILLS

CUSTOMER EXPERIENCE



PROJECT MANAGEMENT



HTML & CSS



MS EXCEL + APPS



ACHIEVEMENTS

7 Times National Rowing champion
of UK & 2012 Olympics trialist

2012 Olympic GetSet Ambassador

Google Analytics Certified

Google Digital Garage Qualification

Full UK driving license

CONNECT WITH ME

linkedin
linkedin.com/in/sophie-powell



SOPHIE POWELL

CUSTOMER EXPERIENCE MANAGER



EXPERIENCE

SportPesa
May 2019 -
Present

CUSTOMER EXPERIENCE MANAGER

SportPesa is an upcoming, innovative gambling and technology company. My journey started with SportPesa as a VIP Account Manager, however within the first 3 months I was promoted to Customer Experience Manager, as well as keeping my VIP Manager duties. During my time I have had the opportunity to host several clients and build relationships at various sporting events. Aside from this, my role as Customer Experience Manager is to improve the overall customer communications, journey and user experience. During this time, I have had exposure to Photoshop, HTML, CSS and marketing systems such as Google Analytics, Hot Jar and DotDigital.

CPM
May 2018 -
May 2019

TEAM MANAGER

CPM is an outsourcing contact/sales company where I was working specifically with the Greenstar Energy client. This opened my eyes to a new industry and a different type of contact centre role. As a customer Service Team Manager with an FTE of up to 18, this was a rewarding role. I needed to ensure client expectations were exceeded through quality of contact but also productivity, which in turn led to the overall FTE doubling due to client satisfaction. Whilst at CPM I also had the opportunity to delve into other areas of the business including recruitment and HR, by leading disciplinary meetings/investigations and holding interviews for new recruits.

bet365
Aug 2015 -
May 2018

CUSTOMER SERVICE TEAM LEADER

I initially started working for the global betting company as a Customer Service Advisor but quickly progressed to become a Customer Service Team Leader. As a Team Leader, I was responsible for the management and development of around 12 advisors. This gave me plenty of experience with implementing PDP's, 1-2-1 coaching sessions, contact observations and quality assurance. Another aspect of the role was to directly take ownership of high level customer complaints as well as reviewing accounts to ensure our responsible gambling processes were being adhered to. Within this role, I made suggestions to improve backend processes to provide an overall better customer experience.

**The Contact
Company**
Sep 2014 -
July 2015

ADMINISTRATION MANAGER

Working within a busy office environment for the Health Lottery client. My job initially consisted of answering inbound customer queries. I was quickly selected to lead the administration team, to process high prize lottery tickets and investigate any fraudulent tickets in an independent secure environment.



EDUCATION

2013

LIVERPOOL JOHN MOORES UNIVERSITY
Real Estate Management

2010 - 2012

NEWCASTLE COLLEGE
A-Levels: IT, Business Studies, Psychology & Sociology

2005 - 2010

ST. PETER'S INTERNATIONAL LANGUAGE
11 GCSEs A* - C