



VALENTINE GAKUNGA

Hardworking Enthusiastic Employee

Preston

valentinagakunga@gmail.com

07835216803

I have excellent administrative and customer service skills, and I'm eager to improve on them. I am hardworking and push myself out of my comfort zone to try new challenges to aid in my personal and career growth.

Willing to relocate: Anywhere

PERSONAL DETAILS

Eligible to work in the UK: Yes

WORK EXPERIENCE

Administator

Trinity College London - Preston

February 2020 to August 2020

My role as an Administrator for Trinity College London involves;

Certificates

- Sorting through candidates names, addresses and results on the database and matching them appropriately.
- Printing labels and preparing envelopes for the certificates to be sent in.
- Packing the certificates and loading them into the franking machine for the correct postage stamp.
- Loading the mail and transporting it downstairs for the mail man to collect.
- Logging the amount of certificates and products posted on an Excel spreadsheet.

Re - Scheduling

- During COVID all the exams had to be put on hold, so I was involved in a team where we carried out mass rescheduling.
- This involved the transferring of large amounts of candidates personal data onto new sessions in the future that may be available.
- Scanning through ID documents to see which matches the criteria.

- Where needed I contacted the candidates via email to request further information required before rescheduling their exam.
- Using Microsoft Excel to create tables to log the amount of candidates rescheduled.

Activities & Emails

- Using the database to sort through activities set by the customer service team.
- Carrying out address changes, changes to exam details, rescheduling, adding products to candidates bookings and also including any special request they may have.
- Using Trinity London College email template database to respond to candidates requests.
- Liaising with the customer service department to ensure all requests are out through correctly and have been actioned.
- Logging products re delivered on an Excel spreadsheet.

Banking Agent

Capita PLC - Preston

June 2019 to October 2019

My role as a banking agent for Lloyd's Banking Group involved;

- Assisting those in financial difficulty and representing the company on each call in a positive and professional manner. At times assisting my colleagues with any queries that the customer has.
- Providing support and empathy to those customers who may be experiencing financial complications, ensuring excellent customer service.
- Liaising with other departments to ensure the delivery of a one call resolution.
- Assessing Income and Expenditure to determine whether a solution is suitable for the customer.
- Logging and resolving customers concern in a timely manner whilst adhering to processes.
- Completing the relevant admin work ensuring all notes reflect the call. Adding all solutions correctly to the relevant profiles for the customer.
- During down time I also assisted my manager in organizing paperwork, filing documents and also scanning documents.
- Whilst assessing customers financial situation I signposted the relevant companies such as Step Change, Pay plan, Credit Karma, Gamblers Anonymous etc for further help if they required it.

Customer Service Advisor

HGS Ltd - Preston

April 2019 to May 2019

My role at HGS;

- Taking inbound calls from customers of Student Finance England
- Checking the status of a customers account using various systems.
- Taking the necessary steps to log and handle complaints where possible.
- Delivering excellent customer service on every call, and showing empathy to customers.
- Communicating with different departments where necessary to solve customers queries.
- Relaying important information to customers in lament terms to ensure their understanding of the processes and the next steps.

Claims Advisor

Homeserve - Preston

May 2018 to March 2019

My role at Homeserve;

- Taking calls and booking customers in for appointments using a wide range of computer software's.
- Diagnosis issues correctly to ensure the correct engineer is sent with the right equipment.
- Taking the necessary steps to log and handle complaints where possible.
- Ensuring each customer receives a personal and effortless experience whilst managing my own statistical targets.
- Communicating with engineers on site who require additional jobs to be logged.

Data Entry Administrator

The Care Company - Stoke-on-Trent

November 2017 to March 2018

I did work experience in a care company as a data administrator. My role involved:
General admin duties and also some payroll activities.

Data Entry

- I ensured confidentiality by storing employees personal data securely, making sure all information we held was up to date and relevant to be kept.
- Transferring data from paperwork to the computer, whilst managing my own workload and ensuring all invoices are submitted on time so that employees can be paid on time.
- Sorting and organizing data to ensure important paperwork required for day to day activities is easily accessible and also to ensure the data isn't lost
- Verifying data already held by the company directly with employees.

Payroll Duties

- Processing invoices for employees.
- Checking people's hours, making the monthly payments on time, calculating overtime and working out tax and national insurance deductions.
- Setting up new members of staff, issuing tax forms (P45s for example) and managing special situations like maternity or sickness pay

General Warehouse Operative

Walkers Snack Foods Ltd - Coventry

July 2017 to August 2017

My role as a General Operative at Walkers involved;

- Taking ownership of high safety, hygiene, and housekeeping standards whilst also being responsible for waste management.
- Stock loading including hand-stacking and hand-packing.
- Delivering support to GOs and covering colleagues when necessary.
- Understanding and interpreting numerical data and confidently communicating verbally and in written form.
- Carefully operating heavy loaded manual machinery around the factory ensuring all safety standards have been followed.
- Ensuring all orders are done on time and the relevant paperwork is filled out and filed.

Customer Service Advisor

British Telecom House - Stoke-on-Trent

March 2017 to May 2017

My role at BT involved;

- Delivering outstanding customer experience for BT customers by resolving customer's issues and queries; retaining and providing an enhanced service through selling the appropriate BT products.
- Ensuring that everything I did drove customer loyalty and advocacy for BT by always putting the customer first and offering products and services that are tailored to the customer.
- Completing the relevant admin work after each call to ensure all notes are typed up correctly and reflect the call and all customers products are added to each account correctly.
- Taking inbound calls whilst using BT systems to solve all customers queries and driving positive revenue growth by retaining and growing customers by sales through service
- Offering customers relevant upgrades to the products they already have and also other services that they might find useful.

Crew Member

KFC Restaurant - Stoke-on-Trent

April 2016 to August 2016

Summary: General tasks in the restaurant: I had to

- Speak to customers and deal with their queries over the counter and on the headset (drivethru); which improved my communication skills.
- Pack food for the customers quickly, whilst ensuring the food packed os of high quality.
- Create a happy and comfortable environment for the customers so that they had an enjoyable experience at the store.
- Serve customers using the till and handle their money.
- Prepare food whilst on the burger and freezer to fryer station.
- Take orders at the drivethru using the headset.
- Clean down the assigned station throughout the shift.

Skills gained:

- The importance of being punctual.
- How to work collectively in a team, deal with issues on the shop floor quickly and follow orders immediately and efficiently.
- How to work efficiently under pressure.
- How to deal with a variety of customers.
- How to separate business from personal and always keep a bright face at work.
- Safe cash handling.

Team Member

McDonald's restaurant - Stoke-on-Trent

July 2015 to December 2015

Summary: General tasks in the restaurant: I had to

- Handle cash quickly and efficiently.
- Speak to customers and deal with their queries using the headset and over the counter. This helped me to develop my communication skills towards the customers.
- Create a happy and comfortable environment for the customers so that they had an enjoyable experience at the store.
- Ensuring that the shop floor remains clean and in order throughout the day.

Skills gained:

- The importance of health and safety in the workplace.
- How to work collectively in a team, dressing the food packing it and selling it.
- Create great customer service whilst on the shop floor and behind the counter.
- How to handle problems under pressure and dealing with customer complaints politely.

EDUCATION

GCSE in English Literature

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in English Language

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in Mathematics

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in Core Science

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in Additional Science

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in Further Science

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in Textiles

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in Spanish

Ormiston Horizon Academy - Stoke-on-Trent

GCSE in ICT

Ormiston Horizon Academy - Stoke-on-Trent

SKILLS

- Microsoft Office (2 years)
- Hairdressing (5 years)
- Data Entry (1 year)
- Customer Service (3 years)
- Data Management (3 years)
- Administration (3 years)
- Telecommunications (3 years)
- Financial Analysis (Less than 1 year)
- Financial Management (1 year)
- Microsoft Excel (2 years)
- Emotional Intelligence
- Honesty and Integrity
- Office Administration
- Teamwork
- Client liason
- Client Relationship
- Adaptable

LINKS

<http://linkedin.com/in/valentine-gakunga-2051b8170>

CERTIFICATIONS AND LICENSES

ECDL

2015 to Present