

## Vivienne Nightingale

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| <b>Skills &amp; Qualities</b> | <ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• IT literate.</li> <li>• Fast learner.</li> <li>• Team player.</li> <li>• Excellent attention to detail.</li> <li>• Passionate and dedicated.</li> <li>• Experience in coaching</li> <li>• Efficient in Microsoft Word &amp; Excel.</li> <li>• Target driven.</li> <li>• Customer service experience.</li> </ul>   |
| <b>Work Experience</b>        | <div> <div> <b>Shred-It -</b><br/> <b>Quality Assurance Officer - SOX audits</b> </div> <div> <b>March 2019 - Present</b> </div> </div> <p>Shred-it are a company that deal with the destruction of confidential waste for other companies, owned by an American company (Stericycle), they are required to complete SOX audit checks which is what my role in the company is. The SOX audits I complete are to confirm and evidence that all changes on customer accounts, pricing and billing have been completed correctly and that there is sufficient evidence for the changes. When completing the audits, a full trail must be evidenced: from the data and sample size to the evidence of the account changes, all must be captured on the report before being signed off by key stakeholders. The role involves liaising with different team members and key stakeholders to investigate issues or process gaps found. We also liaise with external auditors who then want to check our internal audits and ask questions on process etc.</p> <p><u>Reason for wanting to leave:</u> I am wanting a role with more challenge and variety to it.</p> <div> <div> <b>The Claims Guys -</b><br/> <b>Temporary Work (Data Entry)</b> </div> <div> <b>February 2019 - March 2019</b> </div> </div> <p>A 2 week temporary job for the Claims Guys who are a claims management company dealing with a wide range of potentially mis-sold financial products. I worked within their short term lending section due to my experience working for the Money Shop. I would process customer information onto the system from their initial claim letters/questionnaires and sent out letters requesting more information, if necessary. Due to learning fast I progressed to sending out initial claim letters to the companies being complained about, using the customer information to base the strongest complaint letter possible.</p> <p><u>Reason for leaving:</u> Role was only temporary whilst I was looking for full time work.</p> <div> <div> <b>Freedom Finance -</b><br/> <b>Compliance Assistant</b> </div> <div> <b>August 2018 - February 2019</b> </div> </div> <p>Freedom Finance are a broker for unsecured personal loans and also operate on behalf of ASDA personal loans. This role entailed monitoring all sales calls to ensure the correct outcome was achieved for the Customer and to highlight any errors or issues within the sale. Written feedback was provided to improve operational standards in both compliance and quality and any remediation required was flagged to be actioned. In the role I also reviewed calls that had been flagged as vulnerable customer calls by the call centre agents, in order to ensure these were correctly raised. I also put forward suggestions for process improvements to the current vulnerable customer training as a result of these call reviews.</p> <p><u>Reason for leaving:</u> Personal issues.</p> <div> <div> <b>Together Commercial Finance -</b><br/> <b>Quality Analyst</b> </div> <div> <b>June 2017 - August 2018</b> </div> </div> <p>Together Commercial Finance provide secured loans and finance for commercial properties, buy-to-let's, bridging/auction finance etc. My role entailed monitoring sales calls to ensure the Customer was being provided with the correct product and all information was given as per process. I would hold call listening coaching sessions with agents to help improve quality standards and to support new starters. In this role I also developed a scorecard using Infopath to conduct end-to-end monitoring of products provided; from the sales call, to the underwriting process, until completion of the loan. This was used to ensure the correct processes, procedures and regulations were being adhered to and to highlight any areas for improvement.</p> <p><u>Reason for leaving:</u> The company was not the right fit for me/clash of morals (unregulated company).</p> |

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|  | <div data-bbox="236 129 1500 206"> <div> <b>Swinton Insurance -</b><br/> <b>Quality Analyst</b> </div> <div> <b>July 2015 - June 2017</b> </div> </div> <div data-bbox="236 248 1500 517"> <p>Swinton Insurance are an insurance broker with a large retail network as well as call centre who provide various different core insurance products such as motor, home insurance as well as add-on's i.e. breakdown, home emergency cover. My role entailed monitoring all sales calls including new business, renewals and mid term adjustments to ensure the Customer received the correct cover and was provided with all the necessary information regarding their policy. I was also involved in various projects within the department to monitor calls using new processes/systems as well as other product sales calls, not currently monitored, to highlight potential issues with processes or training before they were monitored full time.</p> </div> <div data-bbox="236 539 1058 573"> <p><u>Reason for leaving:</u> Threat of redundancy/looking for increase in salary</p> </div> <div data-bbox="236 595 1500 669"> <div> <b>The Money Shop -</b><br/> <b>Quality Analyst</b> </div> <div> <b>November 2014 - July 2015</b> </div> </div> <div data-bbox="236 685 1500 873"> <p>The Money Shop provide pay day lending as well as other services such as pawn broking, travel money etc through their retail branch network and call centres. My role entailed monitoring calls to ensure the Customer was provided the right outcome and accurate information. I would mainly monitor customer service calls where the Customer would be paying off loan instalments or wanting to defer payments but I would also monitor complaint and general enquiry calls for all services the company provided.</p> </div> <div data-bbox="236 880 612 911"> <p><u>Reason for leaving:</u> Redundancy</p> </div> <div data-bbox="236 936 1500 1010"> <div> <b>Iron Mountain -</b><br/> <b>Archivist (based at customer site)</b> </div> <div> <b>March 2014- October 2014</b> </div> </div> <div data-bbox="236 1034 1500 1146"> <p>Iron Mountain deal with archiving and document scanning needs for various companies in the UK. My role was based at Airbus and I would promote and liaise with various departments across the site to assist with their archiving and document scanning needs.</p> </div> <div data-bbox="236 1153 866 1187"> <p><u>Reason for leaving:</u> New job within Quality Assurance</p> </div> <div data-bbox="236 1211 1500 1285"> <div> <b>Hazell Carr Contracting (at MBNA site) -</b><br/> <b>Quality Analyst</b> </div> <div> <b>March 2013 - March 2014</b> </div> </div> <div data-bbox="236 1292 1500 1323"> <div> <b>PPI Complaints handler</b> </div> <div> <b>July 2012 - March 2013</b> </div> </div> <div data-bbox="236 1339 1500 1794"> <p>Both roles were to assist MBNA in handling the vast number of PPI mis-sale complaints they were receiving. Starting as a complaint handler, my role entailed investigating the complaint from start to finish in order to resolve the complaint being raised. This involved looking into archived application forms, documents, sales calls and historic company systems in order to decision the complaint correctly. I would also edit and send a template final response letter to the Customer informing them of the decision and addressing any complaint points raised. I was promoted to a Quality Analyst role due to my high quality performance and in this role I would monitor the complaint handler's work to ensure the Customer was receiving the correct outcome and the correct processes had been followed. As part of the investigation there would sometimes be calls to gain further information from the Customer to decision the complaint, which I would monitor also. It was my duty to provide both written and verbal feedback to colleagues where errors or issues were discovered and I also supported training to colleagues both in this country and at the company's site in the Philippines via telephone and web chat. Both roles were target driven and within a fast paced environment.</p> </div> <div data-bbox="236 1798 1110 1830"> <p><u>Reason for leaving:</u> Contract work. Wanted permanent work/work stability.</p> </div> <div data-bbox="236 1854 1500 1928"> <div> <b>ASDA</b><br/> <b>Various roles/departments</b> </div> <div> <b>July 2006 - July 2012</b> </div> </div> <div data-bbox="236 1951 1500 2101"> <p>I worked in various departments and roles within ASDA both during and after my university education. I was responsible for replenishing stock, checking and correcting stock levels on the system, driving department sales and availability, setting up promotional events on seasonal aisles and overall providing excellent customer service.</p> </div> |
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| Education & Training           |   | Grade       | Year Achieved |
|--------------------------------|---|-------------|---------------|
|                                | <b>The University of Nottingham -</b>   |             |               |
|                                | BA Hispanic Studies   | 2:2         | 2009          |
|                                | <b>The Maelor School &amp; Sixth Form</b>   |             |               |
|                                | A Levels - Maths  | B           | 2005          |
|                                | English Literature  | B           | 2005          |
|                                | Spanish   | B           | 2005          |
|                                | General Studies   | B           | 2005          |
|                                | As Level - French   | C           | 2004          |
|                                | GCSE's 12 Subjects in total   | A* - B      | 2003          |
|                                | <b>Certified courses</b>  |             |               |
|                                | The Complete Microsoft Excel Course   | In Progress | N/A           |
|                                | Shecodes - Coding workshop (HTML, CSS, JavaScript)  | Completed   | 2020          |
| <b>Hobbies &amp; Interests</b> | <b>Hockey</b>   |             |               |
|                                | <ul style="list-style-type: none"> <li>• 18 years experience playing in various hockey clubs/teams during my lifetime.</li> <li>• Promoted up through 3 teams at my current club - Didsbury Northern Hockey Club.</li> <li>• 3 different teams I have played for have achieved promotion in their league.</li> <li>• Voted 'Player's player of the season' twice in consecutive seasons.</li> <li>• Due to become team captain of my current team for the upcoming season.</li> </ul> |             |               |
|                                | <b>Volunteer Work</b>   |             |               |
|                                | <p>Whilst on furlough, I have been volunteering for a local foodbank. I have been a collection point for the Withington area for food donations which I collect and take to the foodbank. I also deliver food packages from the foodbank to those in need, all around the Greater Manchester region.</p>  |             |               |
|                                | <b>Crafts</b>   |             |               |
|                                | <ul style="list-style-type: none"> <li>• I make my own jewellery and Macramé items in my spare time.</li> <li>• I have previously attended craft stalls to sell my work.</li> <li>• I have ambitions of setting up an online shop to sell my work.</li> </ul>   |             |               |