# Eliot Harris

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**Orce Nikolov 186-2/41, 1000 Skopje, North Macedonia**

**PERSONAL STATEMENT**

A highly motivated and articulate individual with eight years of experience in customer service and sales. Demonstrated ability to deliver excellent service and manage operations across high-end portfolios. Seeking a fast paced role to apply skills, knowledge, and experience in hospitality and customer service to provide high-quality products to clients and customers.

**EXPERIENCE**

1. **Outbound and Inbound Insurance Qualifier – January 2023 - Present**
2. Insurance Supermarket – (remote) Cambridge Innovation Centre, Miami, Florida

Responsibilities:

* Processing inbound and outbound calls to qualify leads whilst maintaining accurate product, benefit and pricing knowledge
* Verifying confidential information of leads to identify gaps in coverage and transferring to appropriate departments.
* Making live transfers and scheduling follow-up calls
* Maintaining and updating accurate customer information and interactions on company databases.

1. **Night Duty Manager – November 2020 – February 2023 (2 years 5 months)**

Rendall & Rittner - Fulham Reach, London, UK

Responsibilities:

* Main point of contact, responsible for quality customer service for residents and guests, ensuring that high standards of quality customer service are maintained for clients.
* Handling day-to-day matters in a prompt and professional manner.
* Decision-making and problem-solving in the absence of the Estate Management Team.
* Collaborative management of onsite staff on behalf of the Estate Manager and Property Manager, overseeing the fast-paced day-to-day matters of the development.
* Quickly learn an extensive knowledge of the software and services provided
* Reporting and logging client changes in Excel and company software, alongside preparation and distribution of analytics and audits.

1. **Head Property Manager – December 2018 –August 2020 (1 year 9 months)**

SP Property Group, Chelsea, London, UK

Responsibilities:

* Self-manage 80 rental properties across a portfolio, supporting the Head of Property Management and work closely with our in-house lettings team to ensure a first-class service is delivered, and all client/tenant needs and expectations are both met and exceeded.
* Liaise on a regular basis with high-end clients and tenants to ensure works are approved and all queries are answered.
* Ensure utility providers are updated at move-in and outs, tenants have their inventories and compliance documents.
* Carry out 100-point interim inspections of all properties to ensure compliance.
* Assist in the daily management of the workplace and managing contractors
* Raising jobs orders and ensuring clear funds for paying invoices and ensuring tenancy details are kept up to date on software and property files.
* Creation of resident how-to guides of individual properties for letting handovers

1. **Research Project Associate – May 2016 – January 2020 (3 years 9 months)**

Schlesinger Research House (remote) - Baker Street, London, UK

Responsibilities:

* Collection of interview data via outbound and inbound clients
* Ensuring the highest standard of quality is maintained throughout research collection.
* Maximising output for the company by analysing gaps in the interview process – consistently providing completed data and exceeding daily targets.
* Training new staff and ensuring study certification of all employees

1. Personal Trainer – September 2012 – September 2015 (3 years)

Self-employed, London, UK

##### Responsibilities:

* Working with clients to achieve joint-set goals.
* Motivating and inspiring clients through education and delivering an outstanding service.
* Supporting client decisions when buying health products by providing guidelines.

**EDUCATION**

BSc (Hons) 2:1, Health, Exercise, and Physical Activity - September 2016 - June 2017.

St Mary’s University, Twickenham

* Modules included Nutrition, sports massage and effective Health Promotion.
* Critical appraisal of treatments for a variety of populations and health conditions.
* Utilise appropriate information to determine health treatments and its limitations.
* Major in Behaviour Change Science for implementation of long-term health interventions.
* Qualifying in Exercise Referral for lifestyle management of long-term illnesses and diseases.
* Develop independent learning and project management.

**BTEC Level 3 Diploma (Merit) – Sport and fitness – September 2009 - June 2012**

Harrow College, Harrow

* Sports coaching, sports performance, anatomy and physiology, psychology, nutrition

**GSCE (A\*-C) – September 2008 – June 2009**

St Mary’s Secondary School, Hendon

* Science (B, C), English (B, C), Geography (B), Religious studies (B), Maths (C),

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| **PERSONAL INTERESTS**   * Extending knowledge in professional fields * Star Wars trivia * Writing and poetry * Espressos and middle eastern spiritual books | **OTHER QUALIFICATIONS**   * IRPM & ARLA * Fire Warden * SIA qualified * Exercise Referral Level 3 * Personal Trainer Level 3 * First Aid at work (till Nov 2024) |

References: available on request