Example of a change I made STAR

During my time as an administration officer, I was required to encourage customers to make donations to the centre. There were instances where customers wanted to make large donations but did not possess the required funds to do so at that time. However, there was no system in place to record these types of donations. This proved to be a challenge as it was becoming a regular request from customers and I was fearful of losing potential donations coming in to the centre. Subsequently, to overcome this challenge, I suggested that these customers created a standing order which would allow them to make smaller donations on a monthly basis until they reached the final target. This allowed us to receive donations regularly, rather than run the risk of losing a potential donation due to the absence of a system/ procedure that could handle such donations. This idea led to a rise in donations at the centre by 30% compared to the previous months. Ultimately, I learnt that I was able to think creatively under pressure to deal with a reoccurring issue which proves that I can successfully overcome challenging situations.

Why am I perfect for the role?

Firstly, I am extremely passionate about IT and enjoy working with customers, finding them the best possible solutions to their problems in an efficient manner. Furthermore, I possess high attention to detail, ensuring that all my work is completed to the highest possible standard, with great accuracy at the heart of my skills. Additionally, I have experience of working in at IT support role at BT and enjoy problem solving. As a result, I believe I am highly capable of diagnosing and resolving the technical issues that may arise daily which will ensure that customers are experiencing minimal disruption to their devices. Furthermore, I have worked well in close knit teams in previous roles, providing support to colleagues when required, by suggesting alternative solutions to fix basic and complex issues with laptops and other similar devices . Additionally, I also possess a high level of customer service and support, gained in a variety of environments working with customers from all walks of life, using both face to face communication and via the phone. In addition to that, I have been able to provide simple non-technical explanations to customers during previous roles, allowing them to understand the issues with their devices and giving them the appropriate advice to prevent similar issues from reoccurring. Therefore, I would be the perfect fit to provide exceptional service to all types of customers at Innocent.