

# Benjamin John Lamb

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## *Personal Profile*

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I am a conscientious, hardworking individual. I have a real passion for business and the financial world. Able to work within a team or individually, with a desire to succeed.

Customer- centric professional with a proven ability to deliver high levels of customer service. A willing listener, with the aim to develop and progress, I will be an asset to future employers.

## *Experience*

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### **Customer Accounts Advisor- July 2018-Present**

After returning from Australia, I began my career with Guinness in CAT. My role is to deliver high quality customer service whilst maintaining and achieving agreed performance targets. Being able to communicate difficult messages in a customer friendly way is vital to be a success. This role requires quick thinking and negotiation skills to be effective in reducing rent arrears whilst supporting our customers. I work within a team however most of the work requires the ability to work individually. I manage my own work load to ensure targets are met. I regularly have to contact external agencies such as courts and local authorities to gather and provide key information.

### **Think Money, November 2017- March 2018**

Offering a high degree of customer service. The customer's needs are of utmost importance especially when dealing with personal and sensitive issues. This means my communication and management skills needed to be offering excellent solutions. Performing income and expenditures with all customers, using good negotiation and judgement skills. Being approachable and honest towards colleagues and communicating with senior management to negotiate and compromise solutions effectively. It was vital that I performed well to hit personal targets and to contribute to our team's monthly target. This role gave me a good balance and understanding of the customers' requirements and continued training and support prepared me to deliver excellent results.

### **Acro Drains and Building, June 2016 – November 2017**

In June 2016 I started working I was offered a role as a supervisor at a small drainage company in Oldham, which my father owns. It was my job to ensure that my colleagues are on track

with their tasks and to work within deadlines. Other key roles included dealing with customers to ensure they were happy with the work, dealing with external contractors and suppliers to ensure goods would be delivered on time and complete Health and safety checks for my colleagues.

#### **Scott's Retail- August 2014 – June 2016**

I worked part time at Scott's retail in order to gain me some financial income and valuable work-related skills. My role at Scott's was to serve the public therefore, I had to ensure I had great customer skills which involved using positive language and clear communication skills. It was also important to work as part of a team to keep the shop floor running efficiently.

#### **Peter Robinson & Co, June 2014 – August 2014**

I worked at a property lawyer within Oldham over the summer after finishing my A-levels. My role here was to answer telephones and relay the information from these calls to the secretary's therefore, it is vital that I had good communication and listening skills. I also used different software's on the computer such as Databases and spreadsheet to look up client information and organise it suitably.

#### **Cool Games- 2011-2012**

I worked part time for my uncle's game design company who specialise in creating games specifically for slot machines. I created my own game using JavaScript. I developed how to use and read code. I was also tasked with deciphering code to ensure there was no bugs.

#### **Saddleworth Hotel, Delph – 2010 to 2014**

As an extremely prestigious hotel, holding wedding functions conferences and business meetings. Expectation is high amongst the staff. I worked as part of a team delivering an outstanding experience at all times. I was originally employed as a pot washer. And I have worked in the kitchen, with the head chef, helping to prepare food for service. I then moved to 'front of house'. This involves providing silver service whilst ensuring customers are enjoying their day.

## ***Education***

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North Chadderton Sixth Form – A level – 2011 to 2014  
Business Studies – B, B  
Information Technology – B

North Chadderton School – G.C.S.E. – 2006 – 2011

Information Technology – A\*, A, A  
P.E. – A  
Math's – B  
Science – B  
Geography - B  
English Language - C  
English Literature - C  
Sociology – C

## ***Achievements***

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Sports Leader: I helped organise sporting events such as, Cross-country and Track and field for primary school children.

Badminton Officiator: I gained qualifications to become a badminton officiator via a course that was offered by school.

Trials for Oldham Town Team: talented footballers from across the borough were spotted whilst playing for their school football team. I was lucky enough to be picked for a trial.

## ***Interests***

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- Football
- Keeping fit- going to the gym, healthy eating
- Fashion
- Technology.
- Travelling- In March 2018 I went to Australia for 3 months. This has taught me valuable life skills and given me amazing experiences that I am able to take through life with me.

## ***References***

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Available upon request.