

# CRAIG ENGLAND

Ayr, Scotland

Age: 28

[www.craigengland.co.uk](http://www.craigengland.co.uk)

Passionate about the customer experience

## Work Experience

Jan 2015 - Dec 2015

### ARC/ARO Inc

Collections Associate  
Victoria, British Columbia

Jan 2013 - Dec 2014

### Capquest

Collections Associate  
Glasgow, Scotland

Jan 2012 - Dec 2012

### ARC/ARO Inc

Collections Associate  
Victoria, British Columbia

I have had 3 years experience in a telephone based environment where I have developed an impeccable manner and know how of listening and communicating with customers

- Providing excellent customer service
- Scribing and preparing meeting briefings
- Develop excellent communication skills
- Working in a role where the customer is the main focus

Jan 2011 - Dec 2011

### Jammircron

Technical Support / Web Designer  
Vancouver, British Columbia

Responsible for dealing with client queries to the internal content management system

- Addressing queries via phone, email and live chat
- Implementing of HTML/CSS onto CMS

## Contact Information



[craig@craigengland.co.uk](mailto:craig@craigengland.co.uk)



07981 275496

## Education

### Glasgow Caledonian University

2:1 Honours Degree  
Electronic Business

## Knowledge Of

Google Analytics  
Search Engine Optimization

Wordpress  
Qwik (E-commerce platform)

HTML  
CSS (Sass)