

CRAIG ENGLAND

Ayr, Scotland

Age: 28

www.craigengland.co.uk

Customer service enthusiast with digital skills

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
- Closing deals and arrangements on a daily basis
- Selling customers on the idea of being 'debt free'

Jan 2011 - Dec 2011

Jammircron

Internship / E-business Strategy
Vancouver, British Columbia

Setting up social media channels for the company,
Responsible for dealing with client queries to the
internal content management system

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

Contact Information



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07981 275496

Education

Glasgow Caledonian University

2:1 Honours Degree
Electronic Business

Knowledge Of

Google Analytics
Search Engine Optimization
Social Media Integration

Wordpress
Qwik (E-commerce platform)

HTML
CSS (Sass)