

CRAIG ENGLAND

Ayr, Scotland

Age: 28

www.craigengland.co.uk

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

07981 275496

Education

Glasgow Caledonian University

2:1 Honours Degree
Electronic Business

Knowledge Of

Wordpress
Qwik (E-commerce platform)

HTML5
CSS3 (Sass)
jQuery
Gulp