



Colm Callan

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SUMMARY

I am an inspirational leader who has a record of accomplishment of achieving business, revenue and profitability objectives through a respectful, forward thinking and motivational style. I have industry-related experience and a history of promoting best practice and performance standards that are in line with sky's core behaviour's and values. I can develop practical strategies for operational excellence and I am someone who can translate strategies into tactics and effectively mobilizing resources to achieve intended results. One of my key strengths is the personal and professional development of my team. I can recommend and implement practical improvements that would be best for our customers, the team and the business through my creative thinking and coaching of staff. I take pride in being able to support and drive the business needs through consistent communication, coaching and utilizing best practice sharing with my colleagues so we can all achieve great results.

I am currently studying for a diploma in full stack development with the code institute. Covering HTML, CSS, User centric front end development, JavaScript, Interactive frontend development, python, data centric development, full stack frameworks with Django.

EXPERIENCE

Customer Service Team Leader Sky Ireland
Sky Ireland

November 2015 – to Date

Customer Service Technical Support Agent; April 2013 – November 2015

- Managing the day-to-day operation and workflow that delivers our KPIs including Sales through Service, CSAT & NPS, operational profitability efficiencies and low attrition rates through high engagement – year on year growth through Sales through Service techniques as well as growing my teams CSAT and NPS result to be one of few leading team leaders on the floor in all KPI's.
- Raising performance by supporting and challenging direct reports through regular performance and development conversations, focusing on key behaviours and levels of ownership and development coached throughout.
- Identifying ways to improve our customer experience and implementing customer change initiatives within the business.
- Excellent record of accomplishment of developing advisers, which resulted in seven promotions into support area position through close developmental coaching sessions and achieving desired results for the business and agents.

TECHNICAL SKILLS

Apple device repairs, screens etc.

Windows troubleshooting

Replacement repairs on window's devices

IOS troubleshooting

PC building

Java, HTML, CSS, jQuery, Bootstrap.

Mobile device troubleshooting.

SKILLS

Customer service focused

Managing processes

Project management

Coaching/mentoring

Manager of managers

Adobe Photoshop

Creative thinking

Excellent oral and written skills

Literate in technology

HTML, CSS, CSS3

Physical health first aid trained

Mental health first aid trained

Quick decision making

Easily adaptable



- Consistently exceeds productivity targets in a challenging environment through focusing and coaching on individual and team performance.
- HR policy awareness and implementation including leading investigations, absence management and conduct meetings.
- Increased team productivity overall to an average of 75% from 58% on inbound calls.
- Managing an internal departmental transfer policy in order to reduce staff turnover and save €35,000 in new starter costs. This policy is on- going and has helped reduce our attrition rate in service and sales.
- 1:1 coaching with my team, team briefs that are interactive, energetic, and driven based on agent's developmental needs.
- Call quality reviews within my team and coaching around the importance of call quality structure.
- Involvement in recruitment of customer service advisor with our hiring partner manpower in the interview stages.

Achievements and accomplishment's

- One of the first sky employees to be a health and well-being champion. Multi skilled in physical first aid and mental health first aid.
- I have managed several creative projects that have saved sky Ireland 35K EOY 2017 utilizing my skillset in adobe Photoshop.
- Won several internal awards for demonstrating our sky behaviours and exceeding company targets.
- Re-wrote our troubleshooting steps in our service department to ensure call quality and customer satisfaction increased on the floor and AHT was in a sustainable time scale.
- Trained/coached team leaders in our Abtran office to ensure Sky behaviours and core values were consistent in the start-up of this operation and ensured all leads were at the level required for their role and assisted the operations manager in the setup of service in Abtran.
- Highest performing team leader through main KPI's year on year.

Awards & Recognition

- Best of sky (global) short list for having the highest engagement score in our people survey result.
- Short-listed for our Annual sky Ireland shine program
- Rewarded for exceptional leadership skills
- Increased productivity through capacity planning and process transformation by +10% p.a. alongside coaching/mentoring
- People - employee engagement highest in all of Sky Ireland estate across all areas of the business from our people glint pulse survey results
- Achieving a performance rating of a four, for two years in a row and one of few leaders to receive this rating based on body of work over the year and team's level of performance in our through regular coaching/development sessions with team.

Previous employment

Assistant Manager

INTERESTS

ARTWORK

I am naturally very creative and passionate about artwork, particularly in the areas of painting, sketching and utilizing Adobe Photoshop.

GAMING

I am a massive fan of unwinding after a busy week of work to a few hours of online gaming with friends.

FITNESS

I also like to keep fit and healthy by attending the gym to keep fit and maintain a positive mental state through healthy eating and regular exercise.



January 2012- December 2012

Storm

Dublin 1

Level of role – Assistant Manager

Head of menswear,

September 2010- 31st December 2011

New look

Dublin, Jervis Centre

Level of role- Management mid-level

Sales support

June 2006 – 2009

River Island

Henry Street, Dublin

