**Emma Jones**  
97 Egypt Road  
New Basford  
Nottingham  
NG7 7GZ

Telephone: 0115 9787091 Mobile: 07964 734236 Email: [emmaisbranchingout@gmail.com](mailto:emmaisbranchingout@gmail.com)

**PERSONAL PROFILE**

I’m a friendly, organised individual with excellent interpersonal skills. I have 14 years’ experience of working within Customer Service roles. My most recent roles have been within a Social Care environment. I am keen to return to a Customer Service Environment on a Full Time Basis.

**CAREER HISTORY**

**Answer-4-U. April – July 2019**

I was employed as a Call Centre Agent. The main purpose of this role was to answer overflow calls for businesses around the UK. We also took enquiries and sent out literature for companies concerned with will writing, mobility aids, security shutters and doors. There was an element of maintenance issue reporting and patching calls through.

**JRH Support: March 2017 – April 2019.**

I was employed as an Outreach Support Worker. The purpose of this role was to provide person-centred support to vulnerable adults within Nottingham area. This included support with maintaining the home environment, budgeting and and assisting with correspondence. I also provided support with accessing the community and attending appointments.

**Personal** **Assistant to Miss J Steinman July 2016 – Current date.**

I was employed as a Personal Assistant to a young woman with Autistic Spectrum Disorder. Duties included assisting with personal care, support with domestic tasks, and guidance in raising my client’s two small daughters. I also supported Miss Steinman with household administration, accessing the community, attending medical appointments and social activities.

**Rosekel Resourcing October 2013 – October 2014**

I held various Personal Assistant positions within Service Users homes. Those I worked with Clients varying complex needs, Duties included personal care, support with maintaining home environment and domestic admin. I also provided support with appointments and accessing the community.

**Manpower UK Ltd. May 2011 – April 2013.**

I held various temporary positions at Eon. These included Expense Auditor, Customer Service Agent, Meter Operator Helpdesk Agent and Administration Officer.

**Nottingham Community Housing Association. February – April 2011**

I was employed as a Temporary Helpdesk Operator. Duties included providing customer service to NCHA tenants reporting maintenance issues, liaising with company surveyors and booking repairs.

**Johnson Controls, Boots Head Office. July 2008 – February 2010**

I was employed as a Helpdesk and Switchboard Operator. Duties included reporting maintenance issues, booking meeting rooms and AV equipment for meetings, producing monthly reports on the resolution of maintenance issues. I also provided customer service on the head office switchboard, which covered all divisions of Boots.

**OTHER INFORMATION**

I’m emphatic and a good listener. I’ve completed short courses in Basic Counselling, Mindfulness and Art Journaling in my spare time. I also enjoy creative activities such as mixed media work, crafts and printing.

**REFERENCES AVAILABLE ON REQUEST**