**Alex Maher**

17 Holt Hill Terrace, Tranmere, Wirral, CH42 5LB

Telephone: 07707 425 234

E-mail: alex.maher@hotmail.co.uk

An experienced people manager with a focus on continuous learning for oneself, others and the organisation. Ensures a diverse blend of capability and skills is identified and nurtured. Enjoys creating a continual development culture across teams to inform future plans and transformational change. Responsive and innovative with a desire to seek out opportunities, creating effective change whilst building an environment allowing operational excellence and developing the most appropriate and cost effective delivery models. Continuously seeks out ways to improve services offered, achieving business objectives through creating an inclusive environment, encouraging collaboration and developing effective partnerships. Challenges the status quo and develops culture of innovation and progressive management styles.

**Key Skills:**

* Developing individuals, teams and departments
* Coordinating inbound and outbound call campaigns
* Achieving Key Performance Indicator targets
* Increasing profitability of departments
* Strategic planning
* B2C and B2B experience
* Monitoring and reviewing call quality

**Qualifications:**

* Management Level 3 - Institute of Leadership and Management
* Leadership & Management Level 3 - Institute of Leadership and Management
* Team Leading Level 2 - Institute of Leadership and Management
* Leadership & Team Skills Level 2 - Institute of Leadership and Management

**Career Summary:**

**November 2018 to Present REGENDA HOMES**

**Customer Service Team Leader**

* Responsible for all contact centre day to day operations and performance management of 3 Senior Advisors and 20 Customer Service Advisors.
* Created structured development programme for team promoting cross training, job rotation and mentoring. Involved senior members of team in projects and created knowledge champions covering specific areas which required upskilling of team. Also introduced coaching workshops for Senior Advisors.
* Led design and implementation of Advisor Performance Scorecard highlighting individual and team performance against KPIs such as productivity, call quality and average handling time.
* Devised and introduced new call quality marking scoring systems for inbound calls, emails and live chat. Collaborated with managers throughout Regenda Group to ensure quality framework matched aims of business as a whole.

**July 2017 to June 2018 KIRKBY TYRES**

**Customer Service Manager**

* Operational lead for customer service and sales within Original Equipment department of largest agricultural tyre and wheel wholesaler in UK and Ireland.
* Developed medium and long term strategic initiatives aimed at aiding customer retention and increased revenue based on in depth customer journey analysis, feedback from customers, employees and suppliers.
* Achieved departmental sales target for 10 consecutive months. Target exceeded by average of 10% with turnover increasing by 4%. Wider business averaged 0.5% increase in turnover. Only department in business to achieve all sales targets in this period. Targets achieved due to increase in targeted outbound calls, additional training and coaching for telesales staff and increased visibility of targets including regular review and plan meetings.
* Led project investigating profitability of bespoke wheel production team. Improved monthly loss of £3k to profit of £2k per month. Profit increase achieved through price restructure, team upskilling, sourcing outsource partners plus improving reporting and productivity.
* Introduced suite of rolling MI reports linking performance of call centre, sales, purchasing, warehouse and distribution. Reporting highlighted areas for improvement and allowed business to make informed, proactive decisions on budgeting and forecasting.
* Established business complaints procedures. Created documentation, training and reporting functions. Led business wide improvement plan based on results, improving processes and influencing organisational priorities. Expressions of dissatisfaction reduced by 21% in 3 months. Reduction projected to save business £88k over 2018.

**October 2015 to May 2017 THE CONTACT COMPANY**

**Operations Manager**

* Responsible for the delivery of inbound call, email, social media and live chat campaigns on behalf of clients such as Argos, The Jewellery Channel, The Health Lottery, Plusnet and Typhoo. Also responsible for all Contact Company night time campaigns.
* Led, managed and developed teams of up to 12 Team Leaders, 180 Customer Service Advisors, maximising their potential both individually and collectively, embedding a high performance culture. Identified, grew and maintained talent by providing regular feedback and coaching and ensuring strong succession plans were in place.
* Introduced improved operational transparency with clients including increased site visits, call listening, daily reporting package and monthly contract reviews leading to The Jewellery Channel and Typhoo revenue increasing by 125% and 90% respectively within 3 months.
* Argos campaign average handling time below target, achieving results lower than Argos in house team and other outsource partners. Achieved without impact on call quality or customer satisfaction.
* Established improved career progression framework including vocational qualifications and structured development plans leading to 25 Advisors promoted to Team Leader roles and 4 Team Leaders promoted to Operations Manager roles.
* Led growth of Plusnet campaign from 70fte to 180fte including expansion of sales, social media and web chat departments. Recruited Agents, Team Leaders and additional Operations Managers. Introduced glide paths, mentor programmes and additional coaching support for new Agents ensuring call quality and SLAs not impacted by expansion.
* Increased Interactions Per Hour of Contact Company night team by 40%. Achieved through reviewing shift patterns and staffing levels plus introduction of additional work streams.

**April 2014 to September 2015 THE CONTACT COMPANY**

**Team Leader**

* Managed team of Advisors handling customer queries through inbound and outbound sales and customer service calls, complaints and email correspondence within Plusnet campaign.
* Monitored call and email quality ensuring client quality targets were exceeded and provided coaching and guidance to advisors including weekly feedback sessions, monthly reviews and updating personal development plans.
* Customer Service team ranked number 1 in department for 5 consecutive months. KPIs included call quality, AHT, F and attendance.
* Project lead for department wide First Contact Resolution project. First Contact Resolution increased from 63% to 88.5% within 3 months. Results achieved through analysis of data, additional call monitoring and coaching for Agents alongside reviewing processes.
* Working with Plusnet, led creation of sales team. Devised commission structure, call quality, reporting and KPIs. Also responsible for recruitment of Advisors.

**2013 to 2014 PH JONES**

**Office Manager**

* Led administration and delivery of gas maintenance and repair contracts for 20,000 social housing properties in Wales on behalf of British Gas Social Housing Team.
* Managed procurement and performance of subcontractors, establishing effective KPIs to enable accurate measurement of performance for both PH Jones and its customers.
* Duties of multi lingual team included scheduling work for gas engineers, inputting of documents and dealing with customers through both inbound and outbound calls.
* Responsible for reporting progress of contracts to clients, attending regular stakeholder meetings and building relationships with Housing Officers and Commercial Managers, ensuring KPIs were exceeded and contracts delivered within budget.
* Designed skills audit to identify gaps between requirements of PH Jones and skills and knowledge of administrators, using the audit results to prioritise training areas.
* Introduced shared Knowledge Base for administrators, call handlers and managers which included a company wide process library detailing business critical processes.

**2009 to 2012 ENERGY SAVING TRUST**

**Team Leader**

* Managed, trained and developed Contact Centre Team, ensuring all Advisors were motivated to influence the conversion of customer contacts to action through varied work threads including inbound calls, outbound calls and web based communication channels.
* Produced management reports based on inbound call trends and Advisor performance, analysing data to determine and implement training needs.
* Co-ordinated outbound call campaigns on behalf of partner organisations including United Utilities and Cheshire East Council ensuring sufficient resources allocated to the campaigns.
* Achieved KPIs for Call Quality and Customer Satisfaction for 3 consecutive years.
* Top performing team delivering online e-chat advice within national network for year 2011/12. Performance indicators including shortest wait time, lowest abandon rate and highest agent availability. Customer satisfaction, 4.8 out of possible 5.
* Microsoft Dynamics CRM National Super User. Responsible for the design and delivery of training and guidance for 14 Contact Centres, covering England, Wales and Northern Ireland, ensuring CRM issues did not impact customer service or national KPIs.