**Mr Darren Taylor**

3 Summerhill Court

74 Gatley Road

Gatley

Cheshire

SK8 4AA

Email: dazt76@hotmail.com

**PERSONAL STATEMENT**

I am a dynamic and enthusiastic team player, seeking a new challenge. Through my years working in customer facing roles, I have developed both excellent communication and negotiation skills. I am a very ambitious and committed individual who is at ease dealing with people at all levels. I am well organised, ensuring great attention to detail at all times.

**EMPLOYMENT HISTORY**

*May 2019 – Present* **SENIOR TENANT LIAISON OFFICER**

Jackson & Jackson, Rochdale

Responsible for attending meetings with tenant associations, contractors and housing associations to monitor progress, resolve issues and offer solutions to a variety of problems which may occur. Currently working on a high rise project, responsible for all aspects of tenant liaison and also working with Site Manager to support in aspects of planning and co-ordinating with onsite teams.

*2018 – 2019* **TENANT LIAISON OFFICER**

BCUK

Involves working closely with project management, tenants and contractors in order to ensure the housing project runs smoothly. Working to ensure a strong emphasis on customer service and quality at all times which is vital to the role. Responsible for all tenant liaison on various sites.

While maintaining a professional image at all times, the role requires a high level of understanding and patience when dealing with difficult situations. Dealing with all queries and working to strict deadlines to ensure works are completed and any resolutions are successfully met. Requires excellent attention to detail to ensure completion of accurate documentation for all parties involved.

*2014 – 2018* **SITE SUPERVISOR / SENIOR TENANT LIAISON OFFICER**

Jackson & Jackson, Rochdale

Required both leadership and supportive qualities while working on a number of social housing projects in a variety of locations and circumstances. Management of trades and subcontractors working on sites. Involved working closely with project management, tenants and contractors to ensure the housing project runs smoothly. Responsible for coordinating activities with tenants & contractors, management of diaries and programmes to ensure tasks are completed in a timely manner. Undertook the role of Site Supervisor on a number of different projects. Responsible for attending meetings with tenant associations, contractors and housing associations in order to monitor progress, resolve issues and offer solutions to a variety of problems which may occur.

*2009 – 2014* **CUSTOMER SERVICE REPRESENTATIVE**

Sun Chemical, Manchester

Responsible for the management of customer accounts - orders and queries, returns, credits and debits and complaints. Involved working with a network of distributors and end customers and liaison with production facilities to ensure lead times are met.

*2007 – 2009* **CLAIMS ADVISOR**

RAC, Manchester

Required excellent customer service skills in order to deal with inbound and outbound customer queries.

*1998 – 2007* **MANUFACTURING OPERATOR**

Ideal Standard, Middlewich

Working as part of the Manufacturing Team in order to maintain production levels and meet strict deadlines. Responsible for training new team members.

*1997 – 1998* **DATA ANALYST**

Exel Logistics, Middlewich

Data inputting and analysis using various computer systems.

*1992 – 1997* **PROPERTY MAINTENANCE TECHNICIAN**

Richard Emmet & Co

Developed a wide range of home improvement and customer service skills.

**EDUCATION**

*1987 – 1992* **Middlewich High School**

9 GCSEs achieved

**ACHIEVEMENTS**

* Valid SSSTS Qualification
* CSCS Construction Site Card
* Full, clean driving licence for 21 years
* Registered First Aider
* Trained forklift operator
* Completed Customer Service Skills course which involved communication skills, negotiation and problem solving, team building and leadership skills.

**INTERESTS**

* Cycling
* Travel
* Reading