**Thomas Mortin**

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Personal statement

I am an experienced 1st line support advisor both inbound and outbound calls, developed good interpersonal skills. Highly focused with knowledge of how to maintain a professional helpful rapport with customers. Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service and at the same time I am able to achieve my overall targets.

Work Experience

1St Line Support, Pennine

11/2018 - Present

Responsibilities & Achievements

Dealing with phone and broadband faults,  
Running line tests via the WLR and LLU portals  
chasing suppliers for updates and updating the customers.  
Managing sip lines via Gamma

Inbound Technical Support Advisor, Azzurri Communications  
03/2012 - 10/2018  
Responsibilities & Achievements  
dealing with customers having problems with their Phone, Broadband and VOIP services  
• Logging all tickets and enquires for there second line technical team  
• Updating customer records and giving excellent customer service

Customer Service Advisor, Natwest/RBS  
03/2008 - 06/2011  
Responsibilities & Achievements  
Customer Service enquiries by telephone  
• Complete all administrative tasks and updating records  
• Ensuring all telephone calls are answered within target guidelines  
• Offer customers alternative products and up-selling

Qualifications

Rickstones school

1998 - 2003

GCSEs:

● English - B  
● Maths - C  
● ICT - A