**ANN MURPHY**

**92 Stockbridge Lane**

**Liverpool**

**L36 3SF**

**Tel: (Landline) 0151 289 4264**

**Tel: (Mobile) 07502 241 820**

**Email:** [**annmurphy155@msn.com**](mailto:annmurphy155@msn.com)

**PERSONAL PROFILE**

An experienced professional who has undertaken a wide spectrum of roles within high profile companies. From customer service, to recruitment and project management, I possess excellent communication skills and business acumen. I am enthusiastic and a team player.

**KEY SKILLS AND QUALITIES**

|  |  |
| --- | --- |
|  |  |
| ITIL Practitioner qualified | Analytical skills |
| Full driving license | Skilled in service delivery |
| Project management skills | Skilled in exceeding KPI’s |
|  |  |

**EMPLOYMENT HISTORY**

**ACL – Atlantic Container Line**

**Documentation Clerk**

**December 2015 – 31st August 2019 (Made redundant)**

* Generating bills of lading within strict deadlines for USA customs / ENS deadline
* Dealing with customer amendments
* Closing vessels within set timescale and sending to USA customs
* Dispatch documentation to required parties
* Check accuracy
* Prepare and dispatch invoices
* Liaise with customers
* Vessel call closure / completion
* Dispatch documentation to required parties
* Action all queries received from overseas agents

**July 2012-December 2015**

**Home Retail Group – Complaints Handler and Customer Service Advisor**

* Communicating via telephone regarding customer orders.
* Developed self through succeeding in a Complaints Handler role.
* Adhering to FCA guidelines, ensuring complaints are resolved within timescales.
* Communicating with customers and third parties via telephone and letter.
* Treating the customer fairly, by reaching the correct outcome to the complaint.
* Considering ways to improve personally and equally to the department.
* Maintaining excellent quality results.

**February 2001-July 2011**

**IT Helpdesk Team Leader– Virgin Media**

* I.T. Helpdesk Team Manager – responsible for 50 1st and 2nd line analysts who supported all Virgin Media staff.
* Completed recruitment, budgeting and all aspects of managing a successful, motivated team including annual reviews, development, coaching, team meetings, user escalations and change management.
* Undertook many projects, including a Disaster Recovery project, where I considered the implications of a disaster, such as an exterior chemical spill or a terrorist threat and successfully arranged for an off-site secure IT room to be created to enable colleagues to work from should the need arise to ensure uninterrupted service and support would continue. I completed this with no cost to the company and instead using internal resources.

**November 1993- January 2001**

**British Telecom – Customer Service Advisor/BT Academy/BT Charge Card/Chairman’s Complaints Review/Trainer**

* Provided a first-class quality service to customers, handling enquiries and complaints to the point of resolution, via letter and telephone. Promoted to High Revenue Sales Team.
* Provided absence cover for managers when necessary.
* Trained and coached new employees.
* Resolved escalated complaints and ensuring that the fairest outcome was achieved.
* Supported BT Cardholders via telephone in Customer Service post.

**January 1992-September 1993**

**Textile World – Sales Assistant**

* Manager of the bed shop within the store.
* Line managed colleagues.
* Generated customer interest in products.

**December 1990-January 1993**

**Pub Manager – The New Avenue**

* Managed a very busy public house and 20 members of staff.
* Ordered stock and arranged entertainment.
* Organised special events to generate increased profits.

**EDUCATION**

**September 1981 to June 1986**

**Stockbridge Village High School**

Excellent GCSE’s grades A-C, including English, Maths and Science.

**September 1986 to June 1988**

**Merseyside College**

Accreditations:

KASET

ITIL Foundation

ITIL Practitioner

**REFERENCES**

References are available on request.