**Alan Reynolds**



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**Summary**

I am a self motivated individual who has a passion for customer service, I am a true believer in treating others the way you would like to be treated. I have a good eye to detail and in my previous role of debt recovery I was able to utilise my skills to draw up a process for the department which, within 3 months of it going live was responsible for collecting over £500,000 in dormant collections. To further progress my career, I have enrolled on a part time course at the Open University, looking to gain a BSc (honours) Computing and IT. Expected graduation 2024 and also use sites such as GitHub and Codecademy.

**Skills**

|  |  |
| --- | --- |
| * Desktop Support - Windows, Mac | * Customer Service |
| * Mobile Support - Blackberry, iOS, Android, | * Customer Satisfaction |
| * Windows | * Debt Recovery |
| * Computer Literate | * Remedy – Call Logging |
| * Remote Desktop Access – LogMeIn, NetOp, Windows – Remote Desktop Connection. | * Active Directory |

**Work History**

|  |  |
| --- | --- |
| British Gas | August 2016 to March 2017 |
| Enterprise Rent a Car | December 2013 to May 2016 |
| Telefonica O2 | October 2011 to October 2013 |
| Phones 4U | October 2010 to October 2011 |
| Accenture (QinetiQ) | June 2009 to October 2010 |
| Xerox (QinetiQ) | July 2008 to June 2009 |

**Education and Qualifications**

|  |  |
| --- | --- |
| **City & Guilds - NVQ** | 2015 |
|  |  |
| **Level 2 Certificate in Providing Financial Services – Debt Collections.**  600/1624/3 |  |
|  |  |
| **City & Guilds - NVQ** | 2015 |
| **Level 2 Certificate in Customer Service (Distinction)** |  |
| 500/6329/7 |  |
| **OCR** | 2005 |
| **Diploma in Police Communications** |  |
|  |  |
|  |  |
| **The Open University**  **BSc –** Computing and IT and Psychology | 2023 (expected) |
| **Wyke Manor School** | 1993 |
| **GCSE** |  |
| Bradford, West Yorkshire |  |
| Maths C |  |
| English Literature C |  |
| English Language C |  |
| Geography D |  |
| Music C |  |
| Combined Science D |  |

**Interests**

Music, Reading, Networking, Technology.

**References**

Provided upon request

**Experience**

**British Gas August 2016 to March 2017.**

**Heating Sales Advisor – Field Based.**

* Manage work diary
* Building rapport with customers
* Demonstrating Features and Benefits (FAB) of products to increase sales
* Processing finance agreements
* Managing stock to assist with sales
* Working at heights
* Taking measurements of property to tailor an accurate quotation

**Enterprise Rent A Car**  **December 2013 to May 2016**.

**Fleet Customer Service Advisor**

* Working closely with 22 fleet lease and broker accounts
* Liaising with Strategic Account Managers
* Logging and resolving complaints
* Billing queries
* Training new hires
* Home working

**Enterprise Rent A Car**

**Non-Fault Recovery Specialist October 2014 – October 2015**

* Working aged liability claims
* Recovery of outlay from third party insurers
* Liaising with customers internal/external to support client allegations for successful recovery
* Prioritise claims within set MPE’s
* Create and help develop existing procedures
* Train existing and new hires on best practices

**Enterprise Rent A Car**

**DRU Support Advisor December 2013 October 2014**

* Provide support to the Damage Recovery Unit
* Issue invoice(s) to customers for damage caused to vehicles
* Collect outstanding costs associated to damage
* Liaise with internal/external departments to complete investigations of ‘at fault’
* Handle customer calls, taking control of difficult conversations resulting in positive outcome for company.

**Telefonica O2**  **August 2012 to October 2013**

**Guru/Assistant Manager**

Aldershot, Hampshire

* Training and coaching – customers and colleagues
* Technical Support – mobile phones, laptops, tablets
* Generating sales through appointments
* Running of the store – complaint handling, end of day procedures, staff observations.

**Telefonica** **O2**  **July 2013 to September 2013**

**Secondment Store Leader**

Andover, Hampshire

* Day to day running of the store, overseeing a transition from O2 owned to franchise owned store
* Complaint handling
* Staff management, new hires, rota, performance management

**Telefonica O2** **October 2011 to August 2012**

**Sales Advisor**

Aldershot, Hampshire

* Top sales performer in store
* Brand ambassador – Sony Mobile, Samsung and Blackberry raising profile awareness.
* Outstanding customer service
* Technical Support

**Phones 4U** **October 2010 to October 2011**

**Sales Consultant**

Aldershot, Hampshire

* Driving sales
* Meeting and exceeding KPI’s
* First class customer service
* Constant top performer – Achieving ‘Gold’ status monthly, placing in top 150 companywide.

**Accenture (QinetiQ)** **June 2009 to October 2010**

**Technical Helpdesk Analyst**

Farnborough, Hampshire

* 1st line desktop support
* Call logging
* Support of laptops, mobile phones (Blackberry) and printers
* VIP support – CEO’s, PA’s
* Customer service

**Xerox (QinetiQ) (Temp)** **July 2008 to June 2009**

**Helpdesk Administrator/Acting Team Leader**

Farnborough, Hampshire

* Customer service
* Call Logging
* Fault finding
* Acting team leader

**Sun Microsystems (Temp)** **January 200 to June 2008**

**Resource Dispatcher**

Camberley, Surrey.

* Manage Business Partner service calls
* Ordering replacement consumables
* Raise fault logs and dispatch engineers within SLA’s

**City Link (Temp)** **September 2007 to March 2008**

**Claims Administrator**

Camberley, surrey

* Processing loss claims for major clients
* Assessing validity for each claim
* Investigate lapse in security (Driver)
* Analyse claim trends of loss and damage
* Running weekly/monthly reports

**Panasonic Europe (Temp)**  **May 2006 to August 2007**

**Customer Helpdesk Agent**

Bracknell, Berkshire

* Call handling
* Technical support for fax machines, AV equipment, mobile phones
* Outstanding customer service

**Thames Valley**  Police **June 2003 to May 2006**

**Police Enquiry Centre Officer**

Windsor, Berkshire

* Call handling – emergency (999 calls) and non-emergency
* Rapport building – Build a connection with the caller to ascertain relevant information effectively and quickly
* PNC recorder
* Crime Recorder – Compliant with Home Office Counting Rules
* Tutor – Train new employees.

**MCI WorldCom** **May 2001 to June 2003**

**Video Conference Specialist**

Uxbridge, Middlesex

* Call handling – Reservations for video conferences
* Organise high profile calls
* Report writing
* Technical support
* Launch and maintenance of video calls for duration of conference

Pre-May 2001, various temporary assignments.