**Curriculum Vitae**

**Aimee Richards**

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**Personal Statement**

I am currently working for Plusnet, my role is varied, I do faults, customer service, technical and provisioning, I also do the teams stats on a daily / weekly basis. I have also been taking escalations on the floor for Team Leaders.

I am very hard working and driven to succeed and do the best I can each day within my role. I enjoy helping other people progress and grow within in their role.

I am very good at multi tasking and keeping a high standard within my role, with each task I am completing.

I don’t have a driving licence but I do have a moped, so I can travel further.

**Education**

**2018 October starting -** Forensic Psychology - Open University

**2008** English C (GCSE)Adult literacy Level two

Key skills in ICT Level two Maths Level two

Longley Park Sixth Form

**2006** BTEC First Diploma Early Years

Longley Park Sixth Form College

**2005** Music Performance

Redtape Studios

**Employment Overview**

**• Plusnet - 24th January 2016 - Current**

I started off in Plusnet doing Customer Service and Technical Help for Plusnet, John Lewis and Waitrose Customers, I then self trained myself to do provisioning which is looking into orders for customers who have just joined us, checking orders, speaking with open reach and BT. I also did further training to work on faults, this is where the Technical fault couldn't be completed with help and advice over the phone, I speak with Openreach and BT on a daily basis and speak to each customer every day there fault is being worked on to give an update.

My stats and KPIS are 100%, I always strive each day to do better than the previous day. Last year I wanted to work on my development within the company and due to my stats being so good they gave me the responsibility on top of my current job role (doing faults, customer service, technical, provisioning all together - multiskilled) that each day I would do the STATS (using spreadsheets) for my team and help with how they could improve on this using incentives and side by side coaching, I also then took on floor walking and escalations which is normally the Team Leaders Job, but I wanted to get this additional expe-rience so I could later down the line apply for the Team Leader role.

To work in this field you have to have a lot of empathy, patience and understanding of the frustration the customer is experiencing on a day to day basis.

* **PeoplePlus (Formally A4E) - 18th May 2014 - 2015(Redundancy date 14th December)**

I started at PeoplePlus as a multi skilled advisor, ringing people on the work programme or ringing them to engage them onto the work programme, using a system which had been created for the company called connect4work. I did daily tasks like paperwork and other tasks which came in from the local of-fice, working with all Microsoft Products. My productivity as a multi skilled advisor was 150%, my qual-ity monitoring was 99.8%. I strived to be the best and offer the best customer service and support to peo-ple coming onto the work programme and thats why I went for a position in the quality team, I got the position as a secondment and in this job I have been using excel to create spreadsheets and generate over-all scores for advisors, marking leads for sales staff and calls for the customer service advisors. I have also been doing coaching and training, along side staff to help them improve their quality percentage. Go-ing to daily meetings with Team Leaders for call levelling sessions to try and create a better work place and help advisors to do their best and grow confidence in what they do.

* **The Health Insurance Group - 1st July 2013 - 10th April 2014**

*Ringing business2business gaining information about the company's current private medical in-*

*surance policy,* working towards a target within the team of market researchers.

*Building rapport with the client so they feel comfortable sharing information about their current policy, making sure the information I gain is correct before entering the information into the computer and set-ting it as a callback; so the meeting setter's can then ring the future client up and gain a meeting.*

* **British Sky Broadcasting February 2013 – May 2013**

*Answering calls from customers with either: TV technical issues, billing enquiries, complaints or selling new products / upgrading packages. I was getting 98% in CSATS and selling well within the team.*

* **B Vocal Scottish Power Campaign - Direct Sales. November 2012 – February 2013**

*Cold calling either people who were with other Gas and Electric companies or customers who have were with* Scottish *Power previously. Hit targets every week.*

**•** **LBM** **O2 Direct Sales.** **Sep 5th 2011 – Feb 6th 2012**

*Cold calling either current O2 customers or people with other providers, to sell them O2 Contracts.*

**•** **KNOWHOW** **Customer Service Advisor** **4th April – September 5th 2011**

*Receiving calls from customers and dealing with their queries, complaints, deliveries and faulty products. Keeping to KPI’s targets.*