



## Dylan Keay

### Social



+447393224653



dyln.bk@gmail.com



www.dylnbk.page



Leeds, U.K.

### Bio

I have a wide range of experience and skills. I'm a motivated individual with a positive attitude and excellent communication.

I love to learn and I'm looking for a job that is fulfilling and challenges me.

My aim is to build a career with an exciting business in a friendly atmosphere.

I have an aptitude for IT and I'm quickly capable with new software. I really enjoy working in a team, problem solving and acquiring skills.

In my spare time I'm passionate about computing, media, travelling and socializing with friends and family. I'm a very creative person and get a lot of satisfaction from bringing an idea to life.

## EXPERIENCE

### Customer Service - Parcel2Go

July 2019 – Present

- First point of contact for customers with a query or issue.
- Dealing with multiple customers at the same time under pressure.
- Handling objections, complaints, sales, refunds, cancellations, amendments.
- Scoring high on quality assessments and key performance indicators.

### Quality Assurance - 1st Central Insurance

June 2017 – July 2019

- Promoted after one year as a result of excellent customer service metrics and gaining thorough subject matter knowledge.
- Flexible approach, assisting with various ad-hoc duties across departments.
- Heavily involved in the migration to a new set of quality controls, leading to a significant improvement in audit scores.
- Provided crucial feedback to agents, team leaders and managers.
- Regularly exceeded individual and team targets.
- Working with multiple bespoke claims and auditing software packages.

### Claim Administrator - 1st Central Insurance

June 2016 – June 2017

- Completed motor insurance claims from first notification of loss through to claim settlement and closure.
- Often paired with new employees to help teach them systems and processes.
- Liaising with customers, third parties, suppliers and business partners.
- Supporting high call volumes and workloads while maintaining quality.

### Claim Administrator - Aviva

June 2015 – March 2016

- Helping customers create and manage motor insurance claims.
- Assisted with high caseloads as the business moved operations to a new site.
- Gained a comprehensive understanding of motor insurance and consistently scored as a top performing agent.

Further employment history upon request

## EDUCATION

### Manchester Metropolitan University

FdSc in Computer Network Security

### Bolton University

CertHE in Sound Engineering and Design

## SKILLS

COMPUTING



SOFTWARE



CODING



SERVICE



TEAMWORK



FRENCH

