

Jonathan Lloret, 24 years old

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More about me on: jmartilloret.github.io/Resume

Highlighted roles (Full history available upon request)

CC Specialist (Technical support role) | Phoenix Life Ltd. | Liverpool | Present

- Joined the Customer Care Team, a reduced group that focuses on the last part of the retirement journey.
- Carefully explained risks and considerations, and professionally addressed complaints, and the most complex of queries.
- Referred customers for guidance and advice, and adapted any process to suit the client's needs and/or vulnerabilities.
- Contributed to the workplace and its Consumer Duty culture through constructive feedback, and implemented changes that help everyone to this day.

Contact Centre Advisor | Diligenta (for Phoenix Life Ltd.) | Liverpool | April 2024 – Present

- Undertook training in pensions regulations (1988-present).
- Quickly adapted to an ever-changing, highly regulated role while supporting customers with their queries.
- Cross-trained across all different skillsets in a short period of time.

Contact Centre Operator | Assist Digital CRM (for DAZN) | Valencia, Spain | February 2023 – September 2023

- Use of Salesforce (AWS) and Atlassian CRM systems to successfully manage customer accounts.
- Inbound contact by live chat, handling 4 cases at a time. Outbound contact by e-mail following-up on customers needs.
- Regularly checked for escalated cases and handled them (Refunds, Subscription changes and new error codes).
- Undertook training on sports content and licensing across different countries in Europe.

Education & Training

CF1 | UK Financial Services, ethics, and regulations

Chartered Insurance Institute, Manchester, February 2025

Level 2 Diploma | Team Leading Principles

Highfield, Liverpool (online), January 2024

Level 1 Award | Customer Contact Centre Operations

Highfield, Liverpool (online), January 2024

Level 2 Certificate | Food Safety

ServSafe International, London (online)

Core Skills

Digital:

Python, HTML, JS, CSS, Dart, Jupyter, SQL

Digital (Creative):

Cubase (Music DAW), Presonus Studio One, Antares Auto-Tune, Melodyne, broad range of tools for mixing and mastering. Adobe CC Suite (Photoshop, Illustrator, Premiere Pro, After Effects). Blender, Cinema 4D, Unity.

Microsoft Office:

Word, Excel, PowerPoint, Teams, soon to learn PowerBI

Hobbies and interests

- All things audio - Social Media content (I often edit videos or mix songs for content creators/artists).
- World politics - Reading - Meditation
- PC budgeting and installation, repairs.