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Certificates

NVQ Traffic
PADI Advance Qualified Water Diver

Languages

English

Travel

Gained valuable intercultural experience while traveling through India and Indonesia in 2024, developing adaptability, cross-cultural communication skills, and a deeper global perspective.

Adam Fulcher

Motivated and adaptable professional with excellent communication and customer service skills. Thrives in both independent and collaborative settings, quickly adapts to new environments, and maintains composure under pressure to deliver consistent results.

Work history

Customer Service Specialist
SumUp
November 2021
November 2023

Managed escalated and special cases for 12 countries in SumUp's Invoicing and accounting systems. Provided timely and effective solutions with a professional demeanor. Conducted after-sales calls to gather feedback and suggest improvement solutions.

Purchasing Assistant
Chal-tec(BBG)
November 2018
February 2021

Verified and processed purchasing invoices. Calculated purchase order costs and input them into the system. Generated purchase orders and managed inbound deliveries in the system.

Customer Service Agent
Chal-tec(BBG)
November 2015
November 2018

Provided English customer support via phone and email for 9 countries. Met strict sales and contact targets daily. Demonstrated expertise in electronic equipment, particularly sound systems.

Operations Manager
Logico
March 2014
April 2015

Managed train bookings from multiple locations. Handled customer service for specific bookings and resolved related issues promptly. Ensured timely deliveries and addressed any arising issues efficiently.

Operations Manager
Freightliner
February 2013
March 2014

Collaborated with customers to deliver excellent service. Managed train bookings according to delivery schedules. Oversaw the timely release of bookings and adhere to company policies.

Traffic Operator
Transmode Ltd
September 2011
September 2012

Assisted in managing a fleet of drivers and resolved driver-related issues. Handled customer service matters promptly. Provided administrative support for various operational tasks.

Traffic Operator

September 2008

Wincanton

September 2011

Managed day and night fleets of drivers. Organized vehicle bookings and addressed special requests promptly. Demonstrated effective time management skills.

Tennis Coach

September 2005

Felixstowe Lawn Tennis Club/ Woodbridge Tennis Club

September 2009

Teaching of basic tennis skills through fun activities and games. Controlling a large group. Safety awareness.

● **Education**

GCSE

July 2006

Deben High School

● **Langurage course**

BUNT German course

Currently attending a German language course with BUNT in 2025 and have successfully passed the A2-level German assessment