LAURENCE BURROWS

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# PROFILE

Award-winning customer service and tech experience from New Zealand and the UK

High achiever academically and mature graduate

Enjoys working with people, serving customers and being part of a team

Skilled at problem solving and communication

Reliable, committed and experienced with shift work

**CUSTOMER SERVICE & TECHNOLOGY EXPERIENCE**

## BPP University: Visa Compliance Administrator (September 2021 – present):

• Processing Visa applications onto Visa and Immigration systems,

• Using Microsoft Excel and attending to details and enquiries

## Casual work: Hospitality and lock down roles, Auckland and UK (June 2021 – present):

* We Out There Festival, Stadiums and Arenas, London, UK
* Chateau Tongariro, Sidekicker, Function Staff, TRN, Red Badge security

**Bank of New Zealand: Temp Customer Service Representative (March – June 2021):**

* Taking lending calls and booking phone and branch appointments.
* Promoting self-service of home loan re-fix and repayment changes.
* Calling customers affected by appointment changes.

## TKW Market Research, Auckland: Casual Research Interviewer (Dec 2020 – January 2021):

* Calling members of Australian health fund to engage them with AGM voting.
* Dec 2020: Compliment and award for excellent handling of call to CEO.

2degrees Mobile, Auckland:

### Business Acceptance Test Analyst (April 2016 – June 2017)

* Worked with other functions including quality, business analysts and developers.
* Customer experience testing on a variety of software systems including websites, the mobile app, voice menus, text messaging, and internal systems.

### Senior Technical Support Specialist (July 2015 – April 2016)

* Multi-tasking and planning to solve issues within SLAs and exceed quality expectations.
* Won highest productivity and best customer satisfaction awards.
* Building relationships with Business, Individual, Dealer and Corporate customers and other organisational functions.

### Business & Technical Support Agent (December 2014 – July 2015)

* Contact centre role troubleshooting smartphone, data dongle and wireless issues.
* Won Top Agent for my KPI performance and Totally Devoted awards for living company values. Top contributor to Customer Experience Improvement Log.
* Worked on customer experience projects such as Merlin Champions and Heads Up.

### Customer Care Agent (February – December 2014)

* Helped customers with a wide range of queries and troubleshooting issues.
* Won Compliment of the Month and Agent of the Month award.

**Aviva UK, Sheffield:**

### Customer Service Administrator (February 2012 – November 2013)

* Managed customer cases including claims, pension transfers, and new policies.
* Accurately processed data and rectified errors to comply with regulatory requirements.
* Won Mark Reeve Award for Commitment in 2012.

## EDUCATION AND QUALIFICATIONS

### Bachelor of Science, Computer Science & Science Scholars (2017 – 2020)

* Grade Point Average of 8.9 (i.e. A to A+).
* Science Scholars: Working in a team on pilot environmental projects, participating in field trips and developing a graphical password system.
* Senior Scholar Award for 3rd year.
* Volunteered for UniGuides, English Language Enrichment, Open Day and functions.
* Class rep: Represented 8 courses, resolving concerns with department and faculty.
* Received a Leadership and Service Award for volunteering in 2018.

## SPECIFIC COURSES

## Computer Science: Computer Organisation, Operating Systems, Computer Systems 1, Computer Systems 2, Programming Techniques, Principles of Computer Science, Introduction to Practical Computing, Principles of Programming, Cyber Security, Functional Programming and Distributed Services, Human-Computer Interaction, Discrete Structures in Mathematics (all A+)

## General Education: Modern Chinese, Critical Thinking (both A+)

## Geography: Earth Surface Processes and Landforms (A+)

**Biology**: New Zealand Ecology and Conservation (A+)

**Accounting**: Accounting Information (A+)

**Commercial Law**: Law in a Business Environment (A)

**Mathematics**: General Mathematics 1 (A+), General Mathematics 2 (A), Calculus (A+), Great Ideas Shaping Our World (A+)

**Science Scholars**: Science Scholars Project, Advanced Science and Innovation, Research and Discovery, Introduction to Science and Innovation (all Pass)

## Full New Zealand Driver Licence (2017-2020)

## Cambridge International Examinations

* *A Levels (2011)*: Mathematics, French and Geography – all A\* grade.
* *AS Levels (2010)*:Five including Thinking Skills and English Language – all A grade.

# KNOWLEDGE, SKILLS AND ACHIEVEMENTS

## Customer service

I have consistently received customer commendations at 2degrees, TKW and Aviva for my commitment to good service, belief in my work and strong values.

I enjoy owning issues end-to-end, and use my initiative to increase my understanding and product knowledge.

## Teamwork and Communication

At University I have engaged with campus life, working with people as a class reps, UniGuide and Science Scholar. At the 2degrees contact centre I went above and beyond to involve myself in company activities and achieved “Role Model” performance in 2015.

## Organisational skills and KPI performance

At 2degrees, the University and TKW, I have achieved strong KPI results. At 2degrees, I won the Agent of the Quarter award three times and the Voice of the Customer award.

# PERSONAL QUALITIES

## Positive attitude

I enjoy working with people and feel a personal sense of pride from my contribution to customers.

Flexible and resilient, I enjoy taking ownership of issues and adapting to new situations, for example performing software testing for over five months with only a day’s notice.