

LEWIS CHAPMAN-BARKER

☎ 07973 851279

✉ lchapmb@googlemail.com

📍 13 Whiteley Place, Altrincham, Cheshire WA14 1NT

EDUCATION & QUALIFICATIONS

UNIVERSITY OF ESSEX : 2011

BA – Philosophy & Human Rights

NEWS ASSOCIATES MANCHESTER : 2015

Diploma in Journalism – Level 3

KNUTSFORD HIGH SCHOOL, ESSEX : 2007 - 2008

A / AS LEVELS

Philosophy and Ethics – B General Studies – D

English Language & Literature – C Biology – D

Chemistry (AS) - C

GCSEs

Maths – A

English Language – A

English Literature – A

History A*

Chemistry - A

Physics - B

French - B

Biology - B

Art & Design - C

PERSONAL PROFILE

Accomplished, conscientious and adaptable Account Executive and Administrative professional with excellent interpersonal, time-management and planning skills and a passion for delivering quality client service. A competent and motivated team player who thrives in demanding environments, I relish the opportunity to learn by way of involvement in new challenges and projects, always working hard to develop positive colleague and customer relationships whilst striving to deliver exemplary business performance through effective implementation of a detailed and can-do approach.

SOFT SKILLS

Proficient on Microsoft Suite: Outlook, Word, Excel & PowerPoint

REFERENCES

Available on request

CAREER HISTORY

ACCOUNT EXECUTIVE

PRINT SEARCH LIMITED, TRAFFORD PARK | 07|2018 – 12|2019

- Primarily responsible for administrative and project support services for the Account Directors and Managers
- Prioritised projects, co-ordinating elements to ensure alignment with client schedules and critical shipment requests
- Assisting incoming call enquiries and customer orders, requiring in-depth knowledge of services and product availabilities
- Controlled stock inventory, arranging materials and supplies replenishments and deliveries
- Responsible for spearheading new account, project-managed entire process from artwork conception to final production
- Assisted with strategic planning and collation of social media content in line with company's brand values
- Assumed extended hours to honour project deadlines and won Employee of the Month for commitment and service

FUNDING & ONBOARDING EXECUTIVE

BPP UNIVERSITY, MANCHESTER | 05|2018 – 07|2018 – Temporary Role

- Managed information database ensuring student documentation content was accurately uploaded and policy compliant
- Oversaw the apprenticeship completion process, assisting with enquiries and amendments to funding information

RESOURCE PLANNING CO-ORDINATOR

WELL PHARMACY, MANCHESTER | 02|2018 – 04|2018 – Temporary Role

- Responsible for strategic planning of pharmacists' rota covering a wide region to leverage consistent service in each store
- Pro-active and re-active procedures during critical events including co-ordinating store openings during heavy snowstorms

REGIONAL SERVICE CONTROLLER

GLORY GLOBAL SOLUTIONS, ESSEX | 08|2016 – 12|2017 – Temporary Role

- Promoted to this role from original position of Call Closure & SLA Co-ordinator
- Initial remit focused on streamlining data-entry backlog and co-ordinating parts and materials aligned with project needs
- Managed personnel allocation, co-ordinating field engineers for deployment at planned and reactive maintenance tasks
- Member of busy Service Control team, controlling active inbox, call enquiries and delegating work as relevant
- Prioritisation of work-streams and critical deadlines, supporting clients in the banking and retail sectors
- Participated in launch of new resource planning software to increase efficiency and business performance
- Co-ordinated project to upgrade nationwide estate of machine in advance of launch of new £5 note

REPORTER - INTERNSHIP

THE NUBIAN TIMES, MANCHESTER | 04|2016 – 06|2016

- Developed detailed understanding of fundamentals of editorial process and libel and copyright laws
- Sourcing relevant editorial content and actively pursuing story leads for print and online publication

CLAIMS PROCESSOR

THE CLAIMS GUYS, ALTRINCHAM | 10|2015 – 04|2016

- Earned early promotion to this role within Financial Ombudsman team from original position of Data Entry Co-ordinator
- Managing application eligibility process following customers failed PPI claim referrals to the Ombudsman
- Investigation and analysis of cases in alignment with regulatory requirements and procedures
- Providing substantial email responses to queries from FOS, solicitors and applicants

RECEPTIONIST

INTERTEK, OLD TRAFFORD | 08|2015 – 10|2015 – Temporary Role

- Managed busy client-facing reception and incoming call enquiries desk within a clinical testing facility
- Greeted guests, verified credentials, and multi-tasked ad-hoc admin requests

RESEACH & ADMIN ASSISTANT

CLEAR LAW SOLICITORS, OLD TRAFFORD | 11|2014 – 02|2015 – Temporary Role

- Administered review and restructure of client database to identify potential mis-selling lawsuits
- Collated client data to initiate redress case proceedings
- Conducted investigative research via electoral roles and land registry information to locate missing data

CUSTOMER SERVICE ADVISOR

GALAXY OPTICAL, BROADHEATH | 08|2014 – 10|2014 – Temporary Role

- Managed nationwide client appointments, uploading details and requirements to central scheduling platform

CUSTOMER CLAIMS ADMINISTRATOR

BRUNEL FRANKLIN, ALTRINCHAM | 02|2012 – 06|2014

- Handled phone, email and webchat enquiries supporting customers in relation to their PPI refund applications
- Established customer relationships, effectively liaising to obtain correct documents and process payments

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