

Liam Moreland, Customer Service

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Role Statement

Customer Focus and Service Excellence	I have over six years of customer service experience, mostly with Oscar Wylee, where I built strong relationships with customers and consistently hit KPIs for five years. I always aimed to anticipate customer needs and make their experience positive, whether by providing product info or solving issues.
Drive, commitment, and initiative	I'm known for being enthusiastic and proactive at work. I've consistently put in the effort, whether it was redesigning UX at NIB Thrive or introducing customer-focused sales strategies at Oscar Wylee. I thrive in fast-paced environments, love taking the initiative, and always look for ways to help the team succeed.
Verbal communication	Clear and effective communication is one of my strengths. Throughout my retail career, I have developed strong verbal communication skills, always ensuring that I am polite, considerate, and able to explain information concisely to customers. I am also a great listener, valuing feedback from both customers and colleagues to improve service.
Flexibility and resilience	I am adaptable and comfortable with change, demonstrated by my varied roles and responsibilities in customer service and leadership. Whether it's adapting to new policies, shifting priorities, or handling difficult situations, I remain calm and focused on achieving the best outcome. I've faced challenges such as quickly adapting to changing business goals at Oscar Wylee and stepping into leadership roles where I needed to make quick decisions while maintaining high service standards.
Problem solving	I have a solid track record of identifying issues and coming up with practical solutions. In my role at Optus, I identified the issue of password sharing and developed an end-to-end solution to successfully prevent 14,000 accounts from sharing credentials. I enjoy tackling problems head-on and adjusting solutions based on feedback and real-world implementation.
Teamwork	Having worked in various roles where teamwork was essential, including leading a team of 25 at the Canon Store, I understand the importance of collaboration and open communication. I have a strong history of cooperating with my colleagues to ensure smooth operations, sharing knowledge, and adapting to different working styles. In leadership roles, I focused on fostering a supportive and collaborative environment that encouraged team members to achieve their goals and work together efficiently.