

CATHERINE ANN ROCHE

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KEY SKILLS & STRENGTHS

- An experienced and competent account resolution analyst, with proven ability in solving complex customer issues on technical matters, account enquiry resolution and providing exceptional customer service, together with skills in negotiation and conflict resolution and experience in cross cultural communication and cooperation.
- In depth knowledge of Infusion, CRM, SAP, Excel, Word and Outlook, and have an ability to quickly learn new programs and adapt to and implement new processes.
- An efficient office administrator, with experience in sales support, contact centre inbound calls, front desk reception, job management, costing and invoicing.
- Conscientious, polite and articulate, with strong interpersonal skills and proven ability to establish and maintain relationships with customers, clients and colleagues at all levels.
- Enjoy using my initiative, problem solving and am able to work well in a team environment and autonomously as necessary. I am self-motivated, hardworking and have proven reliability.
- Well organised, with the ability to juggle multiple tasks and prioritise my workload in order to meet deadlines.
- Emotionally and mentally resilient and can work comfortably under pressure.

EMPLOYMENT HISTORY

BOC (A MEMBER OF THE LINDE GROUP) 2018

January 2016 - May

Accounts Resolution and technical help -contact centre

Key Responsibilities:

- Responsible for delivering fast, high quality first point of resolution for complex customer account enquiries.
- Communicate and manage customer expectations - both verbally and in writing.
- Maintain and drive customer satisfaction levels by timely and accurate resolution of requests.
- Maintain accurate records and interaction notes.
- Liaising with both internal and external contacts to create win/win scenarios for all parties.
- Work collaboratively with internal stakeholders to resolve issues and ensure customer business continuity and retention ie sales and account managers.
- Thorough working knowledge of SAP and CRM software, with ongoing training undertaken as part of this role.
- Contribute to refining policy and operating processes for our team.

Achievements:

- **Winner** of "All Round Outstanding Achievement" 2017 (awarded by General Manager of BOC NZ) at our contact centre awards night January 2018 (copy attached).
- **Winner** of "Outstanding Achievement in Customer Experience" for the November 2017 quarter (copy attached).
- **Consistently** receiving rave reviews from customers.
- **Our team nominated** for the categories of "Customer Experience" and "Process Excellence" at the Linde Leading Lights Business Awards 2018 for the Asia-Pacific region, part of BOC (copies attached).
- **CRM contact centre awards**. Our small team was selected to enter in these awards after only eight months in the role 2016. We were accepted as finalists (unfortunately not 1st) in the "Technical Help Desk" category following extensive auditing of our calls and emails, which was conducted before the event and marked accordingly – see <http://www.crmconsulting.co.nz> for more information about this award.

VARIOUS TEMPORARY ASSIGNMENTS

2015

I decided to take a year away from full time work during 2015, and undertook a number of temporary office and administrative support assignments (as required) combined with travel during this period.

ADVANCE DAIRY AND PUMP LIMITED (DELAVAL)

2001 – 2014

(A milking machinery manufacturer & provider of equipment maintenance in the dairy industry – previously Maasden Limited and Trevor Ryan Limited).

Office Manager

2007 – 2014

Key Responsibilities

- Provided internal support directly to the directors, sales representatives and branch manager.
- Sole office manager of a busy shop, duties included customer service and retail sales, ordering and receipting of stock, invoicing customers, receipting of packing slips & supplier invoices, debtor management, database management, account resolution, job management, stock control, and product pricing.
- Quickly learnt to use a new software program called Infusion (a job costing software program).
- Other management duties included monthly and yearly stock takes.

Achievements:

- Dealer of the Year 2010 won by our branch for outstanding teamwork and top sales.
- I was responsible for setting up a job management process to ensure that all warranty work we did was processed in the correct manner through our new computer system, by liaising over several weeks with the software manufacturer (Infusion) to get this right. Infusion then adopted a number of our suggested updates to their product as the result of this project. The key benefits to the company were that stock/labour/mileage were correctly tracked, and we were able to send invoices to suppliers and customers at the same time for reimbursement and accountability of warranty work.
- I introduced the recycling of large quantities of shrink wrap to both reduce the company's rubbish disposal costs and its environmental impact, by locating and working with a suitable recycling company (despite there being no facilities in Wellsford or nearby). To ensure engagement by our staff, the system had to be easy to use.
- As an office assistant re-entering the workforce, I successfully learnt all of the aspects of a new industry (including hundreds of different products), whilst maintaining a friendly/supportive manner to the retiring owners. We switched to a new software programme during this time which I learnt how to use quickly.

Prior to 2001 I was involved in dairy farm management with my husband, and raising my four children.

COMMUNITY & VOLUNTEER EXPERIENCE

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|---|--------------------|
| • Wellsford St Johns Ambulance Service
Driving and PC1 | 2006 – 2010 |
| • Mangawhai Army Cadet Unit
Secretary and support person for weekend endurance camps, including assisting with catering and events management | 2004 – 2011 |
| • Wellsford Athletic Club
Secretary | 2001 – 2006 |
| • Wellsford Promotions Association
Secretary (role involved organizing annual Christmas shop promotions with local retailers) | 2012 – 2015 |

INTERESTS

Travel, gardening, family, reading, current affairs (business) and Irish coffees with my mother in law.

REFERENCES

Excellent references are available upon request.

CEC 2017

MAD Awards

GENERAL MANAGERS AWARD

awarded to

Catherine Roche

Ina Afele
Customer Engagement Centre Manager
Saturday, 20th January 2018



NZ resolution team

Catherine Roche

John Evans and the Regional Leadership Team would like to congratulate you on your nomination for the award of

Process Excellence



Resolution team

Catherine Roche

John Evans and the Regional Leadership Team would like to congratulate you on your nomination for the award of

Customer Experience
