

# David Fox

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## Summary

Adaptable professional with 16 years of diverse experience in health, retail, and both on-site and remote customer service. Currently enrolled in an online Software Developer course, I am seeking part-time opportunities to both support my studies and contribute to my work experience.

## Professional Experience

*Financial Services Adviser (Remote), Capita (Aviva), Edinburgh, Scotland | June 2022 – April 2023*

- Handled complaints, bereavements, and demonstrated technical expertise
- Maintained professional communication under pressure
- Technical knowledge of a vast array of products and services

*Retention and Sales Advisor (Remote), Adecco (Centrica), Glasgow, Scotland | September 2021 – May 2022*

- Managed complaints, utilized product knowledge
- Thrived in high-pressure situations

*Customer Service Associate (Remote), Adecco (Amazon), Edinburgh, Scotland | June 2020 – February 2021*

- Delivered confident communication through calls and chats
- Exhibited exceptional time management
- Chat Support

*Customer Service Rep, Webhelp (Sky Mobile), Larbert, Scotland | June 2019 – May 2020*

- Confident communication, technical knowledge
- Thrived in high-pressure call center environment

*Customer Service Rep, Diligenta (Prudential), Stirling, Scotland | December 2018 – May 2019*

- Handled calls, good IT skills, time management

*Sales Advisor, Holland & Barrett, Stirling, Scotland | October 2017 – November 2018*

- Managed stock, generated sales, maintained professional communication

## **Skills**

Microsoft Office, Google Workspace, Citrix, MS Teams, Phone systems and VoIP, Workday

## **Contact**

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