cV

Alexiya Wedderburn

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**Personal Profile**

I am friendly, open and outgoing and enjoy working as part of a team. I like to set realistic goals and always aim to achieve them as I am dedicated, driven and hard working. I have always strived to do my very best in all my work but I am now looking for a job that I will turn into a career.

I have excellent communication skills both in person and over the phone and am IT literate.

**Education and Qualifications**

Vocational Studies / Boston College

This course prepared me for being in a formal working environment: dealing with stress and finding ways resolve difficult situations; communication and attitude towards others in the work place including customers, your boss and colleagues; work presentation and emails.

*Maths – Level 1 / Boston College*

**Work Experience**

*Product Consultant / Tenant Shop / 2019*

As an over the phone company I worked in a call centre where I took calls from tenants who were moving into new property’s helping relieve the stresses of moving by helping to set up their Broadband (through Sky, Virgin Media or Talk Talk), there energy through various providers and their insurance (including home insurance and life insurance) by finding out what individual customers want for their home. I would also call out to tenants if necessary and handled complaints in a calm, professional manner following company procedure ensuring the customers happiness and satisfaction. I focused on delivering excellent customer service and going above and beyond to assist the customer as best I could; for example giving extra time for those with language barriers or are hard of hearing.

*Factory work / Annyalla / 2018-2019*

Here I worked on a line with live chicks separating the Cocks from the Pullets. It was fast pace and accuracy was crucial.. Preparing on average 250,000 birds a day.