

Rhys Calderwood

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PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities and a proven track record of exceeding sales quotas.

WORK HISTORY

01/21 – Current, Patient Experience, HSCNI - Ulster Hospital

- Worked within applicable standards, policies, and regulatory guidelines to promote a safe working environment.
- Communicated with co-workers and managers about completed duties.
- Collected soiled linens and clothing. Loaded and unloaded machines and folded cleaned items.

03/20 – 12/20, Warehouse Operative, Amazon

- Loaded, unloaded, and moved material to and from storage and production areas.
- Alternated goods in inventory by observing a first-in and first-out approach to keep shelves organized and properly stocked.
- Maintained accurate inventory records to provide data for use in audits and completion of order requests
- Checked packages and merchandise for damage and notified vendors

04/19 – 03/20, Sales Specialist, Mettrr / Teletech

- Showcased product features to customers and discussed technical details to overcome objections and lock in sales.
- Built rapport with customers and assessed needs to make product recommendations and upsell.
- Educated customers about product features and benefits to aid in selecting the best options for each individual's needs.
- Followed up with customers after completing sales to assess satisfaction and resolve technical or service concerns.

07/17 – 03/19, Sales Associate & Customer Service Representative, Convergys & Concentrix

- Engaged with customers to build rapport and loyalty/
- Increased sales by offering advice on purchases and promoting additional products.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Solved customer challenges by offering relevant products and services.
- Supported day-to-day account management for company clients.
- Provided primary customer support to internal and external customers.

EDUCATION

Grosvenor Grammar School - Belfast

- **ALevels, A – C**, Software Systems Development, Health & Social Care, Travel & Tourism
- **GCSE's: A-C**, English Language (B), Mathematics(B), History, LLW, Media Studies, ICT, Single Award Science

SKILLS

Excellent customer service. Cross-functional teamwork. Computer literate. Lead prospecting. Network development. New account creation