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| Rhys Calderwood  07387275905 rhyscalderwood99@hotmail.co.uk |

# **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**

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**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**