

OVERVIEW

- Contact centre professional with experience handling high call volumes, resolving issues, and ensuring **GDPR, PCI-DSS**, and **KPI compliance**. Currently pursuing Lean Six Sigma and PMI-CAPM to build expertise in quality assurance, service delivery, and process improvement.

EDUCATION

University of Leeds, School of Business
MSc in Business Analytics and Decision Sciences

Leeds, U.K
December 2024

PROFESSIONAL EXPERIENCE

Conduent Business Solutions

UK

Customer Service Associate 2

September 2025 - Present

- Respond to 30–40 customer calls per day related to Dart Charge accounts, penalties (PCNs), toll payments, and general enquiries for the Dartford Crossing.
- Ensure strict adherence to compliance standards including **GDPR, PCI-DSS**, and **internal security protocols** while processing payments and handling sensitive customer data.
- Maintain performance across key metrics including **first-call resolution, AHT (average handling time)**, and **QA scores**, consistently meeting monthly targets.
- Use internal CRM systems to document interactions, resolve issues, and escalate cases when necessary, ensuring full audit traceability.
- Handle a wide range of queries from both UK residents and international drivers, applying empathy, clarity, and detailed product knowledge in every interaction.
- Work closely with internal quality and audit teams, participating in coaching sessions and incorporating feedback to improve service delivery and compliance alignment.

ASDA

Leeds, UK

Store-Based Buying & Supply Chain Support (Customer Operations)

March 2025 – September 2025

- **Maintained accuracy** in pricing, stock labeling, and shelf replenishment, helping reduce customer complaints and improve floor compliance.
- **Flagged recurring issues** (stockouts, product damage, ticketing errors) to store leadership, contributing to better inventory management and standards.
- Supported **audit readiness** by checking expiry labels, waste, and store hygiene processes.
- Used checklists and Excel logs to track key issues (e.g. late deliveries, markdown misalignments) for manager escalation.
- Delivered consistent, polite customer service while resolving refund, payment, and product concerns in line with SOPs.
- Escalated unresolved service issues promptly to **ensure service standards** were upheld.

Space Your Place

Leeds, UK

Consultant Data Analyst

February 2024 – March 2024

- Used Excel (advanced formulas, conditional formatting, pivot tables) to **clean and analyze datasets** for a location planning project focused on improving access to childcare services.
- Built **Power BI** dashboards with dynamic filters and visual summaries to help stakeholders compare area-level service availability and identify high-need locations.
- Automated repetitive data cleaning tasks using Python, reducing manual effort and increasing consistency across datasets.
- Wrote SQL queries to validate and link geographic and usage data, ensuring accuracy before reporting.
- Presented **clear visual and written outputs** to support decision-making across project meetings involving both data and non-data professionals.

SKILLS

- **Quality & Process Support:** Call Auditing | KPI Monitoring | Root Cause Analysis | Compliance Tracking | Escalation Documentation
- **Tools & Platforms:** Advanced Excel | Power BI | JIRA | Confluence | Oracle Siebel CRM | SharePoint | MS Teams
- **Reporting & Documentation:** QA Logs | Scorecards | Dashboards | Weekly Quality Summaries | Agent Feedback Reports
- **Collaboration & Communication:** Calibration Support | Stakeholder Updates | Team Coordination | Training Feedback Loop