

## 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