**PERSONAL DETAILS**

**NAME:** Chris

**SURNAME:** Bell

**DATE OF BIRTH:**  17 June 1984

**HOME LANGUAGE:** English

**OTHER LANGUAGES:** Afrikaans

**MARITAL STATUS:** Married

**GENDER:** Male

**DRIVERS LICENCE:** EB (Code 08)

**CRIMINAL OFFENCE:** None

**HIGHEST QUALIFICATION:** Matric (Grade 12)

**KEY SKILLS**

* Subject Matter Expert on Short Term Insurance, communications and Health Insurance.
* Detail Orientated
* Quality Driven
* Excellent Team Player
* Excellent Communication skills
* General Problem Solving
* Facilitator, Mentor, Trainer and Coach for staff
* Time Management

**ACHIEVMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2008** | * **VODACOM LADDER OF LEARNING LEVEL 1** | **2011** | **DISCOVERY - TOP 10% PERFORMER CLIENT SERVICES** | |
| **2009** | * **VODACOM LADDER OF LEARNING LEVEL 2** * **VODACOM BASIC DATA** | **2015**  **2016** | **OUTSURANCE - TOP CSI ADVISOR**  **RE 1 CERTIFICATE** | |
| **2010** | * **VODACOM LADDER OF LEARNING LEVEL 3** * **VODACOM ADVANCED DATA** |  |  |

**EMPLOYMENT HISTORY**

**King Price 1 March 2017 – Current**

#### Inbound Client Care Advisor (King Price) 1 March 2017 - Current

* Dealing with client queries and complaints in a competent, efficient and professional way, in accordance with the quality standards in place and in accordance with the values of King Price
* Responsible to up-sell existing policies and achieve daily targets

**Osiris Trading 1 May 2016 – 1 September 2016**

#### Support agent 1 May 2016 to 1 September 2016

**Responsibilities:**

* Assisting all English speaking customers.
* Responding to all incoming customer queries, via all contact mediums (i.e. calls, live chat and email).
* Ensuring that all communication/volume received on his/her shift is dealt with in the required timeframe/manner.
* Ensuring that any/all communication with our users/clients is of the required/expected   
  quality.
* Doing everything to ensure the retention of all clients/users.
* Completing assigned outbound tasks within the required time frame.
* Liaising with the Team Leaders/Floor Managers to hand over customer related issues.
* Monitoring Internal Systems and informing the Floor Manager on duty if these are not   
  operating, or responding, correctly.
* Enhancing/improving user/customer experience and relationships.
* Operating as part of a team/unit.
* Correctly recording all communication with our users/clients
* Correctly escalating queries to other departments (should the need arise).

**OUTsurance 1 May 2013 - 22 April 2016**

#### Inbound Client Care Advisor (OUTsurance) - 1 November 2014

**Responsibilities:**

* Dealing with client queries and complaints on all levels in a competent, efficient and professional way, in accordance with the quality standards that are in place and in accordance with the values of OUTsurance
* Responsible to up-sell existing policies

Inbound Sales Advisor (YOUI Australia) - 1 January 2014 - 30 August 2014

**Responsibilities:**

* Excellent product knowledge
* Ensure consistent focus on premium written including; (but not limited to) sold premium, discounted premium, premium movements within 60 days of first cover and net premium increase driven by policy amendments. Ensuring sales targets are achieved whilst maintaining a high standard of quality
* Ensuring that awesome service is driven and a constant key factor when making sales
* Manage the pool of sales leads allocated on a daily basis to effectively deliver the required sales conversion rate. Attention to detail and quality. Should there be any quality issues insure that they are rectified and corrective coaching done.
* Adaptability when dealing with different personalities
* Ensure a sales conversion rate consistent with, or better than, the business plan requirements.
* Ensure Message Turn around Time (TAT) is kept to an absolute minimum to effect awesome client service.
* Working well under pressure

Internet Sales Advisor (YOUI Australia) - 1 May 2013 - 31 December 2013

**Responsibilities:**

* Excellent product knowledge
* Ensure consistent focus on premium written including; (but not limited to) sold premium, discounted premium, premium movements within 60 days of first cover and net premium increase driven by policy amendments. Ensuring sales targets are achieved whilst maintaining a high standard of quality
* Ensuring that awesome service is driven and a constant key factor when making sales
* Manage the pool of sales leads allocated on a daily basis to effectively deliver the required sales conversion rate. Attention to detail and quality.
* Adaptability when dealing with different personalities
* Ensure a sales conversion rate consistent with, or better than, the business plan requirements.
* Ensure Message Turn around Time (TAT) is kept to an absolute minimum to effect awesome client service.
* Working well under pressure

#### Discovery Health 1 March 2011 - 20 April 2013

Client Relationship Manager - 15 July 2012 - 20 April 2013

**Responsibilities:**

* Excellent product knowledge
* To respond and resolve incoming queries and escalations received via email within a specified time frame and quality standard.
* Resolve all queries within one business day.
* Achieve a minimum of 95% on the quality measure.
* Adaptability when dealing with different personalities
* Achieve a minimum service level of 90% on the CRM Que.
* To take escalated calls and assist all Discovery clients with queries and provide resolutions.
* Working well under pressure
* Dealing with multiple telephonic queries from Discovery members, Brokers and Franchises.
* Dealing with all queries through to resolution.
* Logging of all queries.
* Keeping clients up to date with their queries,
* Ensuring excellent quality service to all members.
* Completing administrative and repetitive tasks in keeping accurate details stats of all queries/correspondence and reporting it on a weekly basis.
* Routing all enquiries to correct departments
* To assist with member maintenance.

Service Specialist - 10 November 2011 - 14 July 2012

**Responsibilities:**

* To take escalated calls and assist all Discovery Clients with queries and provide query solutions.
* Dealing with multiple telephonic queries from Discovery members, Brokers and Franchises.
* Dealing with all queries through to resolution.
* Logging of all queries.
* Keeping clients up to date with their queries,
* Ensuring excellent quality service to all members.
* Completing administrative and repetitive tasks in keeping accurate details stats of all queries/correspondence and reporting it on a weekly basis.
* Routing all enquiries to correct departments.
* Working on Discovery Systems.
* Dealing with irate customers.
* To assist with member maintenance.

#### Service Consultant - 1 March 2011 - 9 November 2011

**Responsibilities:**

* Dealing with multiple telephonic queries from Discovery members, brokers and franchises.

#### I Creations

Website Sales Consultant - 4 October 2010 - 28 February 2011

**Responsibilities:**

* Understanding basic IT and web design.
* Collecting of customer information.
* Working on sales leads.
* Establishing and maintaining customer relations.

#### Cell C

Branch Manager (Bayside) - 2 August 2010 - 1 October 2010

**Responsibilities:**

* Stock ordering.
* Stock Control.
* Day to Day operations of the store.
* Driving Sales and achieving targets.
* Motivating Sales staff.
* Adhering to and enforcing Business rules and procedures.

#### Kyocera Copiers

Sales Representative - 19 July 2010 - 30 July 2010

**Responsibilities:**

* Collecting of customer information.
* Working on sales leads
* Establishing and maintaining customer relations.

#### Blue C-IT

Sales Representative - 16 April 2010 - 15 July 2010

**Responsibilities:**

* Understanding basic IT.
* Collecting of customer information.
* Working on sales leads
* Establishing and maintaining customer relations.

#### Vodacom 13 May 2006 - 15 March 2010

Branch Manager (Centurion lake, Wonderpark and Vodacom 4U Wonderpark) - 1 April 2008 - 15 March 2010

**Responsibilities:**

* Ordering accessories and stock.
* Checking and controlling stock levels.
* Booking in and checking invoices/stock.
* Rotation of old and faulty stock.
* Handling and return of any damaged stock.
* Inter warehouse transfers.
* Stock and price split.
* Changing of point of sale.
* Provide a professional and friendly “look and feel” experience.
* Handling of any customer queries, complaints or compliments.
* Handling and managing staff relations.
* Handling of day planning for staff: Lunch, etc.
* Handling of cash ups and general finances. (Staff payments, etc.)
* Banking.
* Handling stock pricing and specials.
* Processing of new contracts and upgrades.
* Insurance claims and queries.

Supervisor - 1 September 2007 - 31 March 2008

**Responsibilities:**

* Day to day operations of the store.
* Driving sales and achieving targets.
* Motivate sales staff.
* Adhering and enforcing business rules and procedures.

Sales Consultant - 13 May 2006 - 31 August 2007

#### Phase 2 Cd’s

Sales Consultant - 01 December 2005 - 30 April 2006

#### DUO Solutions Provider

Logistics operator - 3 May 2005 - 31 November 2005

#### HMV Entertainment Store (UK)

Stock room supervisor - 2004 - 31 April 2005

#### Universal Group (UK)

Representative - 2004 - 2004

#### Paintball Mania

Casual staff - 2003 - 2004

#### SPLASH Entertainment Park

Casual staff - 2001 - 2003

**PERSONAL CHARACTERISTICS**

I am an enthusiastic, independent, intellectual and compassionate person. I work well with my colleagues and I am also able to work independently.  I like to know how things are done and therefore I am always prepared and professional in my job. I am detailed orientated and enjoy taking on complex tasks and therefore often will put in extra hours to ensure that I can extend my knowledge not only in my current role but in the business as a whole.

**REFRENCES**

* **Jacques: 083 501 4401 (Owner - Paintball Mania)**
* **Marius: 072 119 3650 (Manager - Phase 2)**
* **Werner Strudika: (Team Leader - DUO Solutions)**
* **Johann Stassen: 082 370 1122 (Owner - Vodacom)**
* **Eben Victor: 082 759 5266 (Area Manager - Vodacom)**
* **Willem Barnardt: 072 112 3403 (Manager - Blue C IT)**
* **Andre Erasmus: 083 442 1189 (Area Manager - Cell C)**
* **Will Pandele: 073 977 8550 (Project Manager - I Creations)**
* **Sudesh Dhursan: 082 620 6857 (Team Manager - Discovery Health)**
* **Sudesh Dhursan: 076 422 0825 (Team Manager - Discovery Health)**
* **Bryan Maio: 082 229 5532 (Team Manager - Discovery Health)**
* **Lyndi Korbin; 082 889 2121 (Team Manager - Discovery Health)**
* **Marnus Fourie: 082 351 6503 (Team Manager - YOUI Australia)**
* **Brian Rikhotso: 082 619 8489 (Manager - OUTsurance)**
* **Louis Nel: 082 870 7551 (Manager - OUTsurance)**
* **Shogan Naicker: 073 300 0901 (King Price)**