**Emily Parker**

**Contact Information:**

* Address: 34 Cedar Grove, Manchester, M6 6FF, England
* Email: emily.parker@email.com
* Phone: +44 7123 888999
* LinkedIn: linkedin.com/in/emilyparker

**Professional Summary:** Seasoned customer care specialist with over 15 years of experience in the UK banking industry. Proven expertise in managing customer relationships, leading teams, and enhancing service quality. Known for a commitment to delivering exceptional customer experiences and fostering long-term client relationships.

**Education:** **University of Sheffield (Russell Group)**

* BSc Mathematics, First Class Honours
* Graduated: 2008

**Work Experience:**

**Lloyds Bank** *Specialist Customer Care*  
*Manchester, UK*  
*2019 - Present*  
At Lloyds Bank, I lead a team of customer service representatives, ensuring the highest standards of customer care. I handle complex customer inquiries, implement service protocols, and work to continuously improve our service quality. My efforts have significantly increased customer satisfaction and loyalty.

**Nationwide Building Society** *Customer Care Specialist*  
*Manchester, UK*  
*2015 - 2019*  
At Nationwide, I provided high-level support to premium clients, addressing their specific needs and ensuring their satisfaction. I trained and mentored new employees, helping them to develop the necessary skills for excellent customer service. My role also involved analyzing customer feedback to identify areas for improvement and implementing effective solutions.

**Amazon Warehouse** *Packaging Assistant*  
*Manchester, UK*  
*2013 - 2014*  
During my time at Amazon, I worked as a packaging assistant, ensuring orders were accurately packed and dispatched on time. This role required attention to detail, efficiency, and the ability to work under pressure. It also provided me with valuable experience in a fast-paced, team-oriented environment.

**Barclays Bank** *Senior Customer Service Representative*  
*Manchester, UK*  
*2009 - 2013*  
At Barclays, I was responsible for handling escalated customer issues, collaborating with various departments to improve service processes, and conducting training workshops for the customer service team. My initiatives helped to enhance customer satisfaction and streamline service delivery.

**Royal Bank of Scotland** *Customer Service Trainee*  
*Manchester, UK*  
*2008 - 2009*  
As a trainee at RBS, I gained foundational experience in customer service operations. I assisted senior staff, supported customers with basic banking needs, and learned the essentials of banking services. This experience laid the groundwork for my career in customer care.

**Skills:**

* Advanced Customer Service and Support
* Effective Communication and Listening
* Problem Solving and Conflict Resolution
* Team Leadership and Development
* Proficiency in Banking Software and Systems

**Qualifications:**

* Certified Customer Service Specialist (CCSS)
* Advanced Certificate in Customer Relationship Management
* Member of the Chartered Institute for Securities & Investment (CISI)
* First Aid Certification

**Hobbies and Interests:**

* Volunteering at local community centers
* Playing football with a local league
* Reading financial and economic literature
* Traveling and exploring new cultures
* Participating in mathematics and logic puzzles competitions