**Michael Brown**

**Personal Information:**

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**Professional Profile:** Dedicated customer care specialist with extensive experience in the UK banking industry. Strong background in team leadership, customer issue resolution, and service improvement. Committed to delivering exceptional customer experiences and fostering long-term client relationships.

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

* BSc Mathematics
* Graduated: 2008

**Career History:**

**Metro Bank** *Specialist Customer Care* *Manchester, UK* *2019 - Present*

* Directed a team of customer service representatives.
* Improved customer service processes, boosting satisfaction scores.
* Resolved complex customer issues effectively.

**Virgin Money UK** *Customer Care Specialist* *Manchester, UK* *2015 - 2019*

* Delivered top-tier support to high-value clients.
* Conducted training sessions for new employees.
* Monitored customer feedback and implemented service enhancements.

**The Co-operative Bank** *Senior Customer Service Officer* *Manchester, UK* *2012 - 2015*

* Addressed and resolved escalated customer complaints.
* Coordinated with internal teams to improve service delivery.
* Provided coaching and support to customer service staff.

**Clydesdale Bank** *Customer Service Officer* *Manchester, UK* *2009 - 2012*

* Managed customer transactions and inquiries.
* Assisted customers with online banking setup and issues.
* Maintained accurate customer records and documentation.

**Halifax** *Customer Service Trainee* *Manchester, UK* *2008 - 2009*

* Assisted senior staff with daily customer service tasks.
* Supported customers with basic banking needs.
* Gained foundational experience in banking operations.

**Skills:**

* Superior Customer Service and Support
* Strong Interpersonal and Communication Skills
* Problem Solving and Conflict Management
* Leadership and Team Building
* Proficient in Banking Systems and Software

**Qualifications:**

* Certified Financial Services Customer Care (CFCC)
* Advanced Certificate in Customer Service Excellence
* Member of the Chartered Banker Institute
* First Aid Certification

**Hobbies:**

* Community volunteer work
* Playing tennis and staying active
* Cooking and exploring new cuisines
* Reading financial news and literature
* Hiking and outdoor activities