**David Wilson**

**Personal Information:**

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**Professional Profile:** Highly motivated customer care specialist with over 15 years of experience in the banking industry. Known for exceptional customer service, leadership skills, and the ability to implement effective service improvement strategies. Dedicated to fostering strong client relationships and ensuring customer satisfaction.

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

* BSc Mathematics, Upper Second Class Honours
* Graduated: 2008

**Career History:**

**Santander UK** *Specialist Customer Care*  
*Manchester, UK*  
*2019 - Present*  
In my current role at Santander, I lead a team of customer service professionals, ensuring that our customers receive high-quality support. I have developed and implemented customer service strategies that have significantly increased our satisfaction rates. Additionally, I oversee the resolution of high-level customer complaints and queries, ensuring swift and effective solutions.

**Standard Chartered** *Customer Care Specialist*  
*Manchester, UK*  
*2015 - 2019*  
At Standard Chartered, I provided exceptional support to VIP customers, addressing their complex needs and ensuring their satisfaction. I played a key role in training new employees, sharing my knowledge and experience to help them excel in their roles. I also monitored customer feedback and implemented service enhancements to improve overall customer experience.

**Nationwide Building Society** *Senior Customer Service Advisor*  
*Manchester, UK*  
*2012 - 2015*  
During my tenure at Nationwide, I handled escalated customer issues with tact and efficiency. I collaborated with internal teams to enhance service delivery and provided coaching and support to customer service staff. My contributions helped streamline processes and improve customer satisfaction.

**TSB Bank** *Customer Service Advisor*  
*Manchester, UK*  
*2009 - 2012*  
At TSB, I assisted customers with their banking needs, managed daily transactions, and provided support for online banking services. I maintained accurate customer records and ensured that inquiries were resolved promptly and effectively, contributing to a positive customer experience.

**Yorkshire Bank** *Customer Service Trainee*  
*Manchester, UK*  
*2008 - 2009*  
As a trainee at Yorkshire Bank, I gained valuable experience in customer service operations. I assisted customers with basic banking needs, supported senior staff, and learned the fundamentals of banking services. This experience provided a solid foundation for my career in customer care.

**Skills:**

* Superior Customer Service and Support
* Strong Interpersonal and Communication Skills
* Problem Solving and Conflict Management
* Leadership and Team Building
* Proficiency 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