**Emma Johnson**

**Contact Information:**

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**Professional Summary:** Highly skilled customer care specialist with over 15 years of experience in the banking sector. Adept at leading teams, resolving complex customer issues, and implementing service improvement strategies. Proven track record of enhancing customer satisfaction and loyalty.

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

* BSc Mathematics
* Graduated: 2008

**Work Experience:**

**Santander UK** *Specialist Customer Care* *Manchester, UK* *2019 - Present*

* Managed a team of customer service professionals.
* Developed and implemented customer service strategies that increased satisfaction rates.
* Oversaw resolution of high-level customer complaints and queries.

**Standard Chartered** *Customer Care Specialist* *Manchester, UK* *2015 - 2019*

* Provided high-level support to VIP customers.
* Trained and mentored new employees.
* Analyzed customer feedback to improve service quality.

**Nationwide Building Society** *Senior Customer Service Advisor* *Manchester, UK* *2012 - 2015*

* Handled escalated customer issues with tact and efficiency.
* Collaborated with various departments to enhance customer service processes.
* Conducted customer service training sessions.

**TSB Bank** *Customer Service Advisor* *Manchester, UK* *2009 - 2012*

* Assisted customers with their banking needs and inquiries.
* Managed daily transactions and maintained customer records.
* Provided support for online banking services.

**Yorkshire Bank** *Customer Service Trainee* *Manchester, UK* *2008 - 2009*

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

**Skills:**

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

**Qualifications:**

* Certified Customer Experience Professional (CCEP)
* Diploma in Customer Service Management
* Member of the Institute of Customer Service (ICS)
* First Aid Trained

**Hobbies and Interests:**

* Volunteering with local charities
* Yoga and mindfulness practices
* Baking and experimenting with new recipes
* Attending financial workshops and seminars
* Traveling and exploring new places