**James Harris**

**Personal Information:**

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

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

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

**Qualifications:**

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

**Career History:**

**Metro Bank** *Specialist Customer Care*  
*Manchester, UK*  
*2019 - Present*  
At Metro Bank, I lead a team of customer service professionals, ensuring high-quality support for our customers. I have developed and implemented customer service strategies that have significantly improved our satisfaction rates. Additionally, I oversee the resolution of high-level customer complaints and queries, ensuring swift and effective solutions.

**Virgin Money UK** *Customer Care Specialist*  
*Manchester, UK*  
*2015 - 2019*  
While at Virgin Money, I provided exceptional support to high-value clients, addressing their unique 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.

**Amazon Warehouse** *Packaging Assistant*  
*Manchester, UK*  
*2014 - 2015*  
As a packaging assistant at Amazon, I was responsible for accurately packing and dispatching orders. This role required meticulous attention to detail and the ability to work efficiently in a high-paced environment. It also enhanced my ability to collaborate effectively with team members.

**The Co-operative Bank** *Senior Customer Service Officer*  
*Manchester, UK*  
*2012 - 2014*  
During my tenure at The Co-operative Bank, 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.

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

**Carer for Elderly Relative** *Manchester, UK*  
*2022 - 2023*  
Most recently, I took a break from my professional career to care for an elderly relative. This role involved managing daily routines, providing companionship, and ensuring their overall well-being. This experience enhanced my empathy, patience, and problem-solving skills.

**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