**Jeremy Smith**

Manchester, England | j.smith@email.com | +44 7123 456789 | LinkedIn: linkedin.com/in/jsmith

**Personal Details**

* Name: J Smith
* Address: 123 Elm Street, Manchester, M1 1AB, England
* Email: j.smith@email.com
* Phone: +44 7123 456789

**Education History**

**University of Manchester (Russell Group)**

* BSc Mathematics, First Class Honours
* Graduated: 2008

**Work History**

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

* Led a team of customer service representatives to ensure high standards of customer care.
* Handled complex customer inquiries and resolved issues efficiently.
* Implemented new customer service protocols that improved customer satisfaction by 20%.

**HSBC** *Customer Care Specialist* *Manchester, UK* *2015 - 2019*

* Provided exceptional customer support for high-value clients.
* Trained new staff on customer service techniques and bank products.
* Managed a portfolio of client accounts ensuring a personalized customer experience.

**Lloyds Bank** *Senior Customer Service Representative* *Manchester, UK* *2012 - 2015*

* Assisted in the development of customer service policies.
* Resolved escalated customer complaints and provided feedback to improve services.
* Conducted customer service workshops for the team.

**NatWest Bank** *Customer Service Representative* *Manchester, UK* *2009 - 2012*

* Delivered front-line customer support and banking services.
* Addressed customer inquiries about products and services.
* Managed customer transactions and maintained accurate records.

**Royal Bank of Scotland** *Customer Service Trainee* *Manchester, UK* *2008 - 2009*

* Provided basic customer support and account management services.
* Assisted customers with online banking setup and troubleshooting.
* Supported senior staff in daily operations and customer care tasks.

**Personal Hobbies**

* 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

**Skills**

* Excellent Customer Service Skills
* Strong Communication and Interpersonal Skills
* Problem-Solving and Conflict Resolution
* Team Leadership and Staff Training
* Proficient in Banking Software and CRM Systems

**Qualifications**

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