**Laura Bennett**

**Contact Information:**

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**Professional Profile:** Highly experienced customer care specialist with 12 years in the banking sector. Expertise in leading teams, managing client relationships, and improving service delivery. Recognized for exceptional problem-solving skills and a commitment to customer satisfaction.

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

* BSc Mathematics
* Graduated: 2011

**Career History:**

**Santander UK** *Specialist Customer Care*  
*Manchester, UK*  
*2018 - Present*  
In my current role at Santander, I lead a team of customer service representatives, ensuring top-quality support for our clients. I have implemented several service improvement strategies, resulting in a 20% increase in customer satisfaction. My responsibilities also include handling high-level customer complaints and providing effective resolutions.

**Lloyds Bank** *Customer Care Specialist*  
*Manchester, UK*  
*2014 - 2018*  
At Lloyds Bank, I provided high-level support to premium clients, addressing their specific needs and ensuring their satisfaction. I played a key role in training and mentoring new employees, helping them develop the necessary skills for excellent customer service. Additionally, I analyzed customer feedback to identify areas for improvement and implemented effective solutions.

**Royal Bank of Scotland** *Senior Customer Service Advisor*  
*Manchester, UK*  
*2011 - 2014*  
During my tenure at RBS, I was responsible for handling escalated customer issues, collaborating with internal teams to enhance service delivery, and providing coaching and support to customer service staff. My contributions helped streamline processes and improve customer satisfaction.

**Summer Internships:**

* **Barclays Bank (2010):** Assisted with customer service operations and gained exposure to various banking functions.
* **HSBC Bank (2009):** Provided support to the customer service team and learned about banking services.

**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 and Interests:**

* Volunteering with local charities
* Practicing yoga and mindfulness
* Baking and experimenting with new recipes
* Attending financial workshops and seminars
* Hiking and outdoor activities