**Sarah Thompson**

**Contact Information:**

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**Professional Summary:** Experienced customer care specialist with a strong background in the UK banking sector. Over 15 years of expertise in managing customer relationships, leading teams, and improving service quality. Committed to delivering exceptional customer experiences and driving customer satisfaction.

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

* BSc Mathematics, First Class Honours
* Graduated: 2008

**Work Experience:**

**Barclays Bank** *Specialist Customer Care*  
*Manchester, UK*  
*2019 - Present*  
At Barclays, I manage a dedicated team of customer service representatives, ensuring the delivery of top-notch customer care. My role involves resolving complex customer issues, implementing new service protocols, and continuously enhancing our service quality. My efforts have led to a 20% increase in customer satisfaction rates.

**HSBC** *Customer Care Specialist*  
*Manchester, UK*  
*2015 - 2019*  
While at HSBC, I provided high-level support to our most valuable clients, addressing their unique needs and ensuring their satisfaction. I trained and mentored new employees, equipping them with the skills required for excellent customer service. Additionally, I analyzed customer feedback to identify areas for improvement and implemented strategies to enhance our service.

**Lloyds Bank** *Senior Customer Service Representative*  
*Manchester, UK*  
*2012 - 2015*  
In my role at Lloyds, I was responsible for handling escalated customer issues, collaborating with various departments to streamline service processes, and conducting training workshops for the customer service team. My initiatives contributed to significant improvements in customer satisfaction and service efficiency.

**NatWest Bank** *Customer Service Representative*  
*Manchester, UK*  
*2009 - 2012*  
At NatWest, I provided frontline support, assisting customers with their banking needs and inquiries. I managed daily transactions, maintained accurate records, and supported customers with online banking services. My proactive approach helped in resolving customer issues promptly and effectively.

**Royal Bank of Scotland** *Customer Service Trainee*  
*Manchester, UK*  
*2008 - 2009*  
During my traineeship at RBS, I gained foundational experience in customer service operations. I assisted senior staff, supported customers with basic banking needs, and learned the essentials of banking services. This experience laid the groundwork for my career in customer care.

**Skills:**

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

**Qualifications:**

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

**Hobbies and Interests:**

* 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