

Aimee Cocker

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apartment 51,
Waterside St James
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Accrington
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PROFESSIONAL SUMMARY

I feel that I have excellent communication skills and have and enjoy working with different people each day. I pride myself on providing the best customer service that I can and I like to make sure that my customers come back because of the experience they have had.

WORK HISTORY

Civil Service	August 2016 - Present
Permanent Department for Work & Pensions Burnley, Lancashire	
• I am a current benefits processor and telephony agent working with a wide range of different customers	
Clerical Assistant	September 2015 - December 2015
Temporary Express Gifts Ltd Clayton le Moors, Lancashire	

EDUCATION

GCSE
Accrington Academy - 2013
English, Maths, Science C, B and C

SKILLS

Administration, Answering The Phones, Arranging Meetings, Computer Literacy, Computer Literate, Excellent Telephone Manner, Handling Enquiries, Microsoft Word, Typing, Customer Services, Helping And Advising Customers, Customer Focused

HOBBIES & INTERESTS

Films, Music, Walking

REFERENCES

References available on request