

RACHAEL MASSEY

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Summary

I am a career driven individual who goes above and beyond the requirements of the role. I am an enthusiastic self-starter with excellent customer service skills who is passionate about providing the best experience possible. I am professional with strong leadership and relationship-building skills, and experienced at quick thinking under pressure.

Skills

- Attention to detail
- Outstanding interpersonal skills
- Team building
- Strong work ethic
- DPA compliant
- Calm under pressure
- Quality assurance
- Extensive vocabulary
- Excellent communication skills
- Creative problem solver

Work History

Customer Care Representative, Qiagen Ltd **April 2019 to Present**

- Answer all incoming calls, internal and external.
- Order processing, case handling and responding to all customer queries.
- Liaise between customers, sales representatives and team members.
- Responsible for training new customer care staff.
- Handle invoice queries, liaise with accounts teams where required.

Property Manager, Leaders Ltd **April 2017 to April 2019**

- Discuss maintenance issues/repairs with landlords and tenants
- Liaise between landlords, tenants and contractors.
- Organise for gas safety checks to be completed.
- Responsible for sending out any reminders to landlords.
- Pay contractor, council tax, ground rent etc invoices.

Consumer Contact Advisor, Ofcom **July 2016 to April 2017**

- Answered incoming calls from communications consumers.
- Recorded complaint data and consumer details for industry monitoring.
- Offered consumers advice and information to resolve their dispute, including directing consumers to relevant agencies and partners.
- Knowledgeable of all industry regulations and ensured I kept up to date with all new regulations, and recent news.

Enquiry Officer, Ombudsman Services**July 2015 to July 2016**

- Entered numerical data into databases in a timely and accurate manner.
- Scanned documentation and entered it into the database.
- Responsible for handling complaints, via verbal and written communication.
- Excellent interpersonal skills and the ability to build effective relationships at all levels both internally and externally.

Special Constable, Cheshire Constabulary**July 2014 to April 2016**

- Complete the role of a police officer voluntarily in my spare time.
- Complete all necessary training and regularly attended new training sessions.
- Actively patrolled assigned areas to prevent and detect crimes.
- Investigated and reported crimes, accidents, offenses and damage to property.
- Conducted preliminary investigations at the scenes of major crimes.
- Secured crime scenes, gathered evidence and questioned witnesses.
- Apprehended offenders and conducted interviews.

Retail Assistant, DW Sports Store**July 2012 to July 2015**

- Trained and served as a peer coach for new sales associates.
- Demonstrated use and care of merchandise.
- Greeted customers and ascertained customers' needs
- Processed customer transactions, involving exchange of money and products

Education/Qualifications

GCSE's, Cansfield High School

English Language - B	Chemistry - C
English Literature - B	Maths - C
Sociology - B	German - C
Physics - B	Art - D
Biology - C	

A Level's, St John Rigby College

AS Law - B	A Level English Language - C
AS Sociology - A	A Level Psychology - D

University of Chester, Warrington

Certificate in Knowledge of Policing - Passed