

# Annabel Helm

## EDUCATION

### Runshaw College – A-Levels – 2020

- Business
- Media and fashion

### Holy Cross – GCSE's - 2018

5, in all Math's, English literature and language and science combined. Equivalent of a B.  
6 In religious studies.  
Equivalent of a high B.

## SKILLS

- Performance reporting
- Process improvement
- Continuous improvements
- Client relationship management
- Staff retention
- Communication
- Creativity
- Computer literacy
- Leadership
- Time Management
- Teamwork

## SOCIAL

 LinkedIn  
annabel-helm-181764208

## Operations Team Manager



### Phone

+44(0)7575 880001



### Email

Annabejhelm1@gmail.com

## PROFILE

As a customer service manager, I am a dedicated and results-driven professional with a passion for delivering exceptional customer experiences.

My strengths lie in my ability to develop and implement effective customer service strategies that drive customer satisfaction, retention, and loyalty. I have a proven track record of improving customer service metrics, such as response times, first contact resolution, and customer satisfaction scores.

In addition to my leadership skills, I possess excellent communication and interpersonal skills, allowing me to build strong relationships with both customers and team members. I am highly organised, detail-oriented, and skilled at managing multiple priorities while maintaining a focus on delivering outstanding customer service.

## WORK EXPERIENCE

### Operations Team Manager, Costco.co.uk

NCO Europe Ltd / 10/2022 - Current

Dynamic and results-oriented Operations Team Manager with experience in streamlining processes, leading high-performing teams, and driving operational excellence in fast-paced environments. Proven track record in enhancing productivity, optimising resource management, and implementing effective operational strategies.

- Lead, motivate, and manage a team of operations staff. This includes hiring, training, and evaluating team members, as well as setting goals and monitoring performance.
- Manage team of 15 customer service representatives, ensuring high levels of customer satisfaction.
- Develop and implement customer services policies and procedures.
- Analyse customer feedback and develop action plans to improve customer experience.
- Handle escalated customer complaints and resolve issues in a timely and professional manner.
- Monitor and report on customer service metrics, including response time, customer satisfaction, and customer retention rates.

## H O B B I E S

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- Netball Coach, umpire, and player
- Fitness
- Charity work
- Spending time with my dogs

## R E F E R E N C E

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*References available on request.*

## E X P E R I E N C E C O N T I N U E D

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### **Customer Service Representative, Costco.co.uk**

*NCO Europe Ltd - 10/2021 – 10/2022*

- Provide prompt and courteous service to customers via phone, email, and chat.
- Resolve customer issues in a timely and efficient manner.
- Maintain accurate records of customer interactions and transactions.
- Identify customer needs and recommend appropriate products and services.
- Follow up with customers to ensure their issues have been resolved to their satisfaction.
- Collaborate with team members to ensure that customer inquiries are handled efficiently.

### **Customs and Trade Trainer, HMRC**

*HGS - Preston, Lancashire - 06/2021 - 10/2021*

- Conducted Training Sessions online to various groups.
- Provided expert guidance and clarification on customs and trade related matters.
- Enhanced the knowledge and skills of individuals or organisations involved in international trade, enabling them to navigate customs procedures, comply with regulations, and optimise their trade operations.

### **Customs and Trade Advisor, HMRC**

*HGS - Preston, Lancashire - 11/2020 - 06/2021*

- Assist customers with customs compliance and international trade issues.
- Ensure that all import/export documentation is accurate and complete.
- Communicate with customs officials to resolve issues and ensure the smooth movement of goods across borders.
- Provide training to customers on customs regulations and international trade laws.

## L A N G U A G E S

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### **English**

*Native speaker*