

Ryan Adderley

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Customer-oriented with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Strong background in training and team development.

Work Experience

Complaints Handler

NHS-Preston

May 2023 to Present

- Case manage complaints
- Speak directly with a complainant via phone or email
- Ensuring data protection is adhered to at all times.
- Providing root cause analysis on a weekly basis on issues which are driving current complaints.
- Provide training material for new starters
- Deliver continuous professional development workshops for all staff
- Reply to queries from outside agencies
- Attend Complaints meeting
- Update case file following contact

Complaints Investigator

Currys-Remote

May 2021 to May 2023

- Investigating customer complaints
- Creating final resolution letters
- Ensuring data protection is adhered to at all times.
- Providing root cause analysis on a weekly basis on issues which are driving current complaints.
- Provide training material for new starters
- Deliver continuous professional development workshops for all staff

Complaint Handler

Capita-Preston

June 2020 to May 2021

- Dealing with and resolving customer complaints
- Updating customer information onto multiple systems
- Providing feedback and coaching for new staff

- Booking customers handset in for repair
- Dealing with customers insurance claims
- Providing technical assistance for customers
- Ensuring all customer data is secure and is kept in line with data protection
- Maintained up-to-date knowledge of customer accounts
- Confirmed payments, refunds, etc.
- Providing extra support for vulnerable customers who are having issues with their service

ADMINISTRATIVE OFFICE ASSISTANT

Expert Childcare Consultancy

August 2019 to June 2020

- Homebased, Lancashire
- Assisted with arranging and coordinating travel accommodations.
- Managed new files and retrieval requests with speed and accuracy.
- Efficiently scheduled meetings, appointments and travel.
- Supported office operations, managed client correspondence, tracked records and handled internal communications.
- Raised funds by organising multiple events and diligently managing details to meet deadlines.
- Created PowerPoint presentations used for business development.
- Compiled and uploaded files into records management system.
- Set travel arrangements and gathered documents for management and executive staff meetings and trips.
- Coordinated materials for programme needs, including physical files, tracking spreadsheets and update reports.
- Made copies, sent faxes and handled all incoming and outgoing correspondence.

PE DEVELOPMENT LEAD

Roseacre Primary Academy-Blackpool

August 2013 to July 2019

- Secured over £25,000 in funding from Sport England
- Checked equipment and monitored common areas to ensure neatness, organisation and proper upkeep while remaining vigilant on safety.
- Managed team of employees, overseeing the hiring, training, and professional development of employees.
- Monitored multiple databases to keep track of all school resources.
- Implemented new processes which reduced waste and saved money
- Established and enforced clear class objectives and requirements to promote consistent education for all students.
- Collaborated cross-functionally with other subject leaders to build strong support networks and educational frameworks for students.

- Assessed student performance, behaviour and social development and devised improvement strategies for struggling children.
- Supported staff in dealing with challenging parents to defuse challenging situations
- Risk assessed and overseen 100s of outdoor education trips
- EVC trained and competent in using EVOLVE
- Delivered 5 consecutive gold Sainsbury's school games award which audits PE delivery.

COMMUNITY DEVELOPMENT TEAM LEADER

AFC Fylde Community Foundation-Blackpool

July 2012 to July 2013

- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Monitored multiple databases to keep track of all company inventories.
- Managed team of employees, overseeing the hiring, training, and professional growth of employees.

Education

Bachelor's in Sports coaching

Skills

- BUDGETING
- TIME MANAGEMENT
- PROBLEM SOLVING
- BUSINESS DEVELOPMENT
- MICROSOFT OFFICE
- Customer Service
- Call Center
- Customer Support

Additional Information

Skills

- Microsoft Office
- Communication skills
- Time management
- Problem solving
- Self-motivated
- Team player
- Business development

- Google Drive
- Team management
- Budgeting
- Scheduling