

Liam Alderson

Manchester, UK | m: 07368356706 | aldersonliam1@gmail.com | [LinkedIn](#)

Customer Engagement Specialist | Client Relationship Manager

Career Profile

Proven talent for delivering set objectives and consistently surpassing targets with established customer service and experience paradigms to deliver exceptional results within the Customer Service industry. Growth-focused mentor with a deep understanding of customer needs and a proven track record providing tailored solutions that consistently surpass customer expectations. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as team collaboration, time management, and problem-solving expertise.

Core Competencies

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| • Customer Service Excellence | • Client Communication | • Team Mentorship |
| • Onboarding and Training | • Project Management | • Presentation |
| • Process Improvement | • Team Collaboration | • Compliance |

Professional Experience

OHME, MANCHESTER, JULY 2023 TO PRESENT

CUSTOMER CARE EXECUTIVE

- Deeply involved with supporting the onboarding process for new team members by developing comprehensive resource materials, including for example: guides and video tutorials, resulting in a smoother transition and reduced intake time.
- Identify opportunities for improving processes within the customer care team, then implement streamlined workflows to improve efficiency. Automating where possible to give more time and focus to other parts of my role and the wider team.
- Train and mentor new hires on company policies, customer service best practices, and software tools, ensuring consistent delivery of high-quality service and adherence to company standards.
- Propose and implement training programs focused on enhancing soft skills such as active listening, empathy, and conflict resolution, resulting in improved customer satisfaction ratings.
- Collaborate with cross-functional teams to assess training needs and develop customized learning modules tailored to address specific skill gaps and enhance overall team performance.
- Provide constructive feedback to team members, fostering a culture of continuous learning and professional development within the customer care team.
- Facilitate workshops and group training sessions, equipping team members with the tools needed to thrive in a high-demand environment.

EPOS NOW, MANCHESTER, JANUARY 2023 TO JULY 2023

APAC CUSTOMER SUPPORT CONSULTANT

- Conducted comprehensive training sessions for customers to familiarize them with POS systems, ensuring smooth adoption and utilization.
- Addressed customer complaints, offering prompt resolutions to ensure high satisfaction ratings.
- Leveraged extensive product knowledge to effectively upsell products while providing exceptional support to customers.
- Provided guidance and assistance to team members in resolving complex issues, fostering a collaborative work environment.

SEPTEMBER 2021 TO JANUARY 2023

PROFESSIONAL SABBATICAL

- During my employment gap, I focused on addressing health issues while also seizing the opportunity to pursue upskilling opportunities, enhancing my capabilities for future roles.

NIMANS, MANCHESTER, JANUARY 2021 TO SEPTEMBER 2021

SYSTEM SUPPORT SPECIALIST

- Administered a web-based phone system and executed data entry tasks with precision and efficiency.
- Designed and delivered impactful client presentations to showcase solutions and emphasize business benefits.
- Collaborated closely with product management, consultants, and support engineers to enhance service offerings and deliver superior customer experiences.
- Maintained continuity for customers through proactive and responsive post-sales support, ensuring ongoing satisfaction and retention.

CLOUD TECHNOLOGY SOLUTIONS, MANCHESTER, APRIL 2019 TO DECEMBER 2020

CUSTOMER SUCCESS ENGINEER

- Collaborated closely with the sales team to drive technical sales initiatives.
- Aligned objectives and bridged communications between customers and the company to accurately determine requirements and deliver customized solutions.
- Developed tailored technical solutions aligned with specific customer business challenges, ensuring optimal fit and value.
- Orchestrated engaging product demonstrations and presentations, showcasing comprehensive knowledge of Google Workspace products and their applications.
- Demonstrated expertise in managing client expectations to maximize satisfaction; provided regular status updates to quickly resolve client requests.
- Partnered with Project Management, Engineering, and internal teams to address high-priority client issues promptly and effectively.
- Collaborated with partner teams to identify and monitor dependencies crucial for client success.
- Spearheaded continuous process improvements to support scalability and accommodate rapid growth within the Google Workspace ecosystem.

DLS TECHNOLOGIES, BOLTON, APRIL 2017 TO MARCH 2019

JUNIOR SYSTEM ADMINISTRATOR

- Completed an IT Apprenticeship that provided a foundational entry point into the technology sector; gained essential skills to embark on a customer-centered career path.

Education and Credentials

BTEC LEVEL 2 ICT COMPETENCE, 2017 - 2019, Bury College, Manchester, UK

BUSINESS MANAGEMENT (DDM), 2014 - 2016, Bury College, Manchester, UK

LEVEL 3 CERTIFICATE IN FINANCIAL STUDIES, 2014 - 2015, Bury College, Manchester, UK

INTERMEDIATE APPRENTICESHIP IN CUSTOMER SERVICE, 2013 - 2014, Bury College, Manchester, UK

Awards and Honors

- Peer to Peer Recognition Award, Epos Now, 2023
- Star Performer Award, 2023