

# Curriculum Vitae Chloe Bingham

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## Personal Profile

I attended the University of Central Lancashire, where I obtained a 2:1 in BA (Hons) Law and Criminology. I have a cheerful and friendly persona and am enthusiastic and hardworking with excellent communication skills. I enjoy being busy and find I work best in busy environments where I can engage with others. I have experience in customer service, retail, management, admin and legal and I always strive to learn within a role to ensure my output of work is a consistently high level.

## Key Skills

- Customer service
- Effective time and workload management
- Collation and manipulation of data
- Supervisory experience
- Proficient with Microsoft Office (Word, Outlook, PowerPoint, Excel)
- Social media management
- Technologically able
- General internet skills

## Employment History

### Animal Trust Vets – Receptionist 2023 – Present

Main Duties:

- Handling high volume calls and ascertaining priority based on need
- Booking, amending and cancelling appointments including surgeries
- Responding to queries over various communications including email and social media
- Booking and dispensing veterinary medication
- Comforting and supporting customers in difficult situations
- Debt management

## **Co-op Funeralcare, Manchester - Out of Hours customer advisor 2020 – 2022**

Main Duties:

- Explaining the care process to those who call to notify us of someone's passed away
- Liaising with teams across the UK to ensure individuals are brought into care in a timely manner in line with family wishes
- Providing support with a multitude of administrative tasks such as responding to emails, letters and social media posts
- Providing excellent care and support to those experiencing recent bereavement
- Using prime software to produce mass letters and documents for customers
- Liaising with funeral homes and directors for complex customer queries
- Liaising with police on matters where we are required for transporting people to the local coroners
- Handling sensitive information and matters in a professional manner

## **Quanta Law, Greater Manchester - Paralegal 2019 - 2020**

Main Duties:

- Working in a fast paced and dynamic environment with a team to ensure all areas of client claims are handled to a high standard with the highest probability of success
- Answering customer queries relating to their claim over email and telephone
- Assisting across all areas of the business including reviewing files for vetting and funding
- Reviewing documents relating to mortgages and compiling the information to an understandable and reliable format
- Drafting witness statements and letters of complaint on behalf of clients
- Submitting claims through the FSCS portal

## **ThinkMoney, Greater Manchester - Customer Service Adviser 2018- 2019**

Main Duties:

- Assisting customers with a wide variety of banking needs including balance updates and pin reminders
- Assisting with budgeting and ensuring that the correct information has been provided to maintain optimal banking
- Assisting customers who are vulnerable or those representing customers through Power of Attorney
- Processing documents such as Power of Attorney, bankruptcy or debt relief orders or notice of IVA
- Providing reassuring and helpful advice for complex queries such as fraud, questioning to provide the customer with the right advice and forwarding to a specialist team
- Handing customer complaints, logging them correctly with all information so a solution can be reached or in instances where relevant, forward to the relevant department

- Maintaining a friendly and professional manner so customers are reassured that their queries are handled efficiently and correctly
- Providing vulnerable customer care and credit application training to new business starters and compiling training lists to reflect the ever-changing nature of the business

### **OpenDoor Legal Services, Greater Manchester - Paralegal 2017-2018**

#### Main Duties:

- Providing clients with debt management plans and advice surrounding enforcement action
- Informing individuals of their legal rights regarding civil litigation
- Assisting the completion of court documents such as County Court Claim Forms, Attachment of Earnings Applications & N245 Applications
- Providing in-depth knowledge of civil litigation and debt enforcement to reassure clients in financial hardship
- Assisting vulnerable individuals to become debt free at an affordable rate
- Providing training where necessary to all colleagues so they could assist the Paralegal team in case of high demand or unexpected illness
- Providing excellent customer service and clear communication

### **Asda, Blackburn - Process Section Leader 2013-2016**

#### Main Duties

- Being part of the leadership team in a large busy retail environment
- Training new and existing colleagues in all areas of the business from new starters in role to compiling and providing refresher training annually
- Provide excellent and friendly customer service
- Provide additional help throughout all areas of the supermarket including managing several departments at once
- To appropriately handle and manage large amounts of money when necessary
- To run the Processing areas of the store including inventory checks on all fresh products
- Managing a team of 30 colleagues including rota and holiday planning, delegation of tasks and ensuring the department works efficiently
- Managing the Ambient areas of the store

#### **Qualifications:**

BA (Hons) Law and Criminology (Qualifying Law Degree): 2:1

A Level:      Psychology – A  
                   Government and Politics – B  
                   Law – B

GCSE: 12 GCSE's A\*-C including Maths, English and ICT