

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.

HOBBIES

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

REFERENCE

References available on request.

EXPERIENCE CONTINUED

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.

LANGUAGES

English

Native speaker