

# Briony Bennett

## **Experienced Customer Service Team Manager**

Wigan, Greater Manchester

[brionybennett95@icloud.com](mailto:brionybennett95@icloud.com)

+44 7714 877447

Willing to relocate: Anywhere

## Work Experience

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### **Customer Service Team Manager**

Webhelp - Warrington

August 2016 to Present

Remote working - previously contact centre based in Warrington

- Provide support to agents through daily coaching and feedback
- Team engagement through incentives and recognise talent through developing others
- Meet with key stakeholders to discuss performance and process'
- Complete 121's and yearly reviews focusing on developing my colleagues and driving high performance
- Complete audits, training & competency sign off's in line with FCA regulatory compliance procedures
- Good understanding of HR process' and policies
- Monitor service level & real time adherence to ensure we deliver to our client
- Identify any common critical fails and provide insight for any process changes
- Previously awarded - highest performing team

### **Sky Service & Sales Trainer**

First Source - Warrington

December 2015 to September 2016

3 Cinnamon Park, Crab Lane Warrington WA20XP

Deliver all training for New starters/ existing staff

Liaised with operation to ensure the training material meets business needs Monitor HR and Payroll for each advisor throughout the first 2 weeks of employment Complete on boarding reviews and handover to Team leaders Manage any behaviours/policy breaches accordingly Provide feedback on NPS scores delivered to agents through coaching

## Education

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### **GCSE in 5A\* - C obtained**

Birchwood Community High School

2007 to 2011

## Skills

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- Sales (5 years)
- Data Entry (9 years)
- Team Management (6 years)
- Quality Assurance (6 years)
- HR (6 years)
- Scheduling (3 years)
- training (2 years)
- Microsoft Office (10+ years)
- Customer Service (10+ years)
- Recruiting (3 years)

## Certifications and Licenses

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### **Mental Health First Aid**

March 2021 to Present

Mental health first aid champion training delivered by MHFA England and 1 day training certificate received