

Rebekah Goldfinch

Management & Leadership Role

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I am a highly motivated individual with Line Management and Leadership experience who likes to motivate and lead a team to success. I feel that I am a strong leader and a true team player, as I offer advice and guidance to help my team and the business to develop. I am highly focused and skilled in Customer Service Delivery. I feel I am very good with people development, communication and coaching as I use a range of different techniques to best suit each individual. I like my team to see me do the job first-hand! I am an excellent communicator at all levels, a natural leader and decision maker happy to take on any challenge and muck in with any task thrown my way. I thrive in any environment, and I can work to strict deadlines, and SLA's and I always strive to ensure I achieve and deliver on targets. I am wanting to develop within a business and push myself to the next level of management.

Work Experience

Team Leader

Inenco - Blackpool

March 2023 to Present

- Leading a team of 11 data processors
- Liaising with stakeholders to maintain good relationships and being the first point of call for any escalations
- Monthly 121's and Quality audits on customer cases
- Ensuring copy and original validation invoices are uploaded and journaled within a 5 day SLA or 20 day SLA
- Completing one pager complaint investigation
- Regular reporting on data completeness
- Huddle team meetings every morning
- Raising risks and possible SLA failures and implementing plan of actions to prevent failures
- Coaching and mentoring the team
- Disciplinary hearings and HR meetings
- Implementing PIP's for people who need additional support
- Management meetings
- Reporting trends and implementing areas of improvements
- Creating new processes to increase productivity
- Recruitment
- Coaching and developing the team to build engagement and retention

Helpdesk Manager

Corb Ltd - Telford

August 2022 to February 2023

- 1-2-1 feedback sessions - helping my team develop and improve on their existing skills
- Disciplinary hearings

- Regular management meeting to improve our KPI's and meet our SLA targets
- Planning on call rotas for engineers and my helpdesk team
- Scheduling and planning the engineers daily jobs
- Providing reports to ensure all business needs are met to a high standard
- Ensuring all job sheets are completed ready for end of month billing
- Team building exercises to motivate and ensure I am getting the best out of my team
- Working closely with clients to ensure PPM's are completed within the correct timescale
- Ensuring engineers are at current jobs and making sure they have the correct parts and equipment to carry out their duties
- General phone calls to the clients and engineers
- Creating purchase orders
- Monitoring calls and liaising with clients to ensure works are fully complete
- Monitoring my team performance

Customer Service Team Leader / Credit Control and Finance

Telserve Ltd - Telford

November 2019 to August 2022

Key Achievements

- Was chosen to create a credit control process to manage the debt of the business and recover any outstanding debts. I was able to negotiate payoffs and deadlines for payment plans. Creating letters which needed to be sent to customers in financial difficulties and offer solutions. I had a pool of customers which I was working with daily. The rate of customers successfully paying was doubled when my process was implemented due to the communication between me and the customers.
- Contacting all customers who left a 1-star review on our Trustpilot page, giving the opportunity to rectify the issues the customers were facing and turning the negative into a positive. I also won three competitions within the business by getting the most Trustpilot reviews within a month. Please see link and type in my name in the search: <https://uk.trustpilot.com/review/www.telserve.co.uk>

Role/Responsible for:

- Trustpilot responses
- Inputting billing
- 1-2-1 reviews with my team of 8
- Setting KPI's and creating performance plans in accordance with my team
- Complying to SLA's
- Return to works
- Delegating tasks in order of priority for the day
- Excel reports for business needs
- Organising and thoroughly checking all paperwork and data entry onto a CRM system
- Creating purchase orders
- Creating customers on the inform billing platform to ensure all billing costs were built into their invoices.
- Responsible for sending and creating invoices.
- Processing the bill run every month and charging customers via GoCardless.
- Processing changes of ownerships, submitting credit checks
- Responding to emails in a timely effective manner

Team Manager

Engie - Blackpool

April 2017 to October 2019

Blackpool, Lancashire (Redundancy)

Engie is a leading service business in the UK across public, private, and healthcare sectors.

Position:

Team Manager

Key Achievements

- Was chosen to lead a project designed to introduce Dragon Voice Recognition into the Service Centre. Working with Account Director set up a Hub Office in Telford and was then responsible for the recruitment and training of staff. Ran the office and the project for three months and identified a 30% saving in transcription time for the business.
- Nominated for and then selected for ENGIE Aspiring Leaders Programme. This was a two-year development course that includes the completion of a Level 3 CMI Apprenticeship in Management. Only 12 staff were selected out of a pool of over 300 who were nominated.

Role/Responsible for:

- Line Management responsibility for up to 20 Transcription Agents
- Complete 1-2-1 reviews with all staff monthly focused on their well-being and performance. Create Performance Plans to eradicate any under-performance.
- Undertake one Quality Assessment per team member per month. Feedback findings promptly and highlight any areas of concern and how I can help them achieve targets.
- Using the Absence Policy as a guide pro-actively manage the absence on the team. Ensure care calls are completed daily, Return to Work interviews are completed on the day of return and referrals for Absence Reviews are escalated to Account Manager where appropriate.
- When requested, hold Disciplinary and Grievance Hearings. If appropriate issue warning up to and including Final Written Warnings.
- Ensure that all Health & Safety and Information Security policies are always followed by all staff. Escalate any issues to Sheq or Information Security Managers.
- Helping my team ensure we were meeting deadlines and KPI's.
- Typing transcripts, myself when we were falling behind SLA's.

Team Manager

Student Loans Company HGS - Preston

November 2015 to April 2017

Preston, Lancashire

Student Loans Company role providing contact centre support for finance in higher education.

Position:

Team Manager

Role/Responsible for:

- Line Management responsibility for 18 to 20 call centre agents
- Complete 1-2-1 reviews with all staff monthly focused on their well-being performance, AHT, Wrap time. Create Performance Plans to eradicate any under-performance.
- Undertaking Disciplinary and Grievance Hearings when required
- Undertake one side by side and one remote Quality Assessment per team member per month. Feedback findings promptly and highlight any areas of concern.
- Answering the phones to help my team during busy periods.

Talk Talk & Post Office HGS - responsible for customer retention and sales.

Position:

Loyalty Advisor & Sales

Role/Responsible for:

- Using knowledge of company products, services, and policies to assist callers with enquiries, complaints, or problems.

- Retention of customers inbound and outbound calls
- Prompt resolution of customer queries and requests in line with company SLAs
- Proactive management of complex customer issues and escalations; investigation of any issues, fixing the root cause and/or escalating where applicable to resolve.

Education

BA (Hons)

Blackpool & Fylde College
2014 to 2015

Foundation Degree

Myerscough College
2012 to 2014

BTEC in MMM

Myerscough College
2010 to 2012

GCSE in Maths, English, Science, RE, IT, BTEC Sport

Beacon Hill High School
2005 to 2010

Skills

- Call Center
- Customer Service
- Customer Support
- Management
- Leadership
- Complaint handling
- Microsoft Word
- Customer Care