

Curriculum Vitae

Name : Jenny Wan
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Professional Summary

Passionate about providing an excellent customer service, multi skilled and experiences gained over the 20 years plus in all types of industries from Call Centres, Finance, Office Admin to Retails.
I'm self motivated and work well within a team, offering an outstanding problem solving and proven rapport building skills to seek a timely resolution.

My latest role was working for a Home Emergency Assistance company for 9 years on Operations Support team and first line calls team, handling high call volumes with compassionate listening skills, showing customers empathy and reassuring their issues or concerns dealt with rapidly.
Deploying the appropriate skilled engineers to elevate and resolve the customer's reported issue reported. Liaising with TMs, OMs and problem solving customers concerns or issues and also maintaining with in GDPR guidelines.

Skills and Experience

- Customer focus and multi skilled with a wealth of experience gained from various establishments, within offices, call centres and retail environment over the years.
- Genuine passion for people and providing outstanding customer experiences
- Strong interpersonal communications and listening skills with NVQ 3 customer service qualification.
- Compassionate, caring and attention to details, approachable and also a team player.
- Practical problem solver, resolving issues and target driven.
- Adhere to GDPR guidance and company's procedures and regulations.
- Computer literate with most packages and a quick learner to company's software packages.

Work History

Career break 2023 -2024

Oct 2013 – Jan 23 Homeserve - Operations Support Advisor and First line Advisor

- Provide an excellent level of customer care to home emergency response calls.
- Responding to customer needs and dispatching the relevant skilled engineers to resolve the reported emergency.
- Ensure full compliance with company procedures and data handling processes (GDPR).
- Assist with day to day Operations facilities, liaising with Operations Managers, TM's, Contractors, HCM engineers and updating customers.
- Duties includes, Deployments, dealing with contractors costings & emails, processing BERS, BHC and LGSC.

Apr 2007 –Mar 2013 East Lancs Financial Services (NHS Trust) – Payroll Help Desk Advisor

- Dealing with daily inbound calls from NHS staff related to pay queries and responding help desk emails promptly in a professional courteous manner.
- Logging and ticketing employees pay requests to relevant NHS trusts payroll officers and team leaders.
- Input various NHS staff time sheets, special entitlements and travel expenses on ESR system.
- Allocate incoming post to relevant trusts payroll officers.

June 2006 – Oct 2006 Initial Security Blackburn - Credit Control Clerk

- Contacting major companies for monthly payments due and update system.
- Liaising with company's legal team when required.
- Allocating payments onto client's ledger.
- Processing Sales Invoice and Sales Ledger work.

Jan 2005 – May 2006 Work Point Agency - Customer Service Advisor and Administrator

Temporary Contract with Blackburn and Darwen Town Hall.

- Front desk customer service adviser in both Blackburn and Darwen town halls.
- Dealing with public queries, manage the Legal Aid Advisor team diaries and bookings.
- Collection of Planning applications and payments for Building Control and Planning Department.
- Dealing with Blue Badge applications and booking interview appointments for customers.
- Processing OAP bus passes applications onto system.

Apr 2003- Dec 2004 Parks Credit Limited Darwen Branch - Senior Admin Supervisor

- Supervise, train and monitor admins staff performances and daily updates with TM and Head office.
- Allocated Canvassing Agents the Parks cash vouchers, cash and loans agreement booklet.
- Ordering and banking of business transactions, producing weekly reports to TM and Head Office
- Processing weekly cash loans and vouchers agreements and balancing weekly period ends.
- Dealing with face to face customer's Pay day loans and credit checks.

Education**Nelson and Colne College****NVQ Customer Services Level 2 and 3.**

I have completed my NVQ 2 & 3 Customer Services while working for NHS ELFS to provide an excellent customer service care to enhance my job role.

Accrington and Rossendale College**Women into Business course (NVQ3) consists of:-**

ISM first line supervisory management,

Pitman Computerised accounts level 1 and level 2, European Computerised Driving License (ECDL)

ESB Business Communications Level 3 , Controlling Resources and Legal Aspects of Supervision.

Blackburn College**NCFE Advance Computerised Accounts** consists of :-

Accounting Computerised system, Cash and Nominal ledger,

Credit transaction in Purchase and Sales ledger, Stock control,

Trial balance and final accounts, Sales invoices and Credit notes.

Depreciation, Period end adjustments.

RSA 2 IBT (Integrated Business Technology) consists of :-

Data Base, Spreadsheets, word processing, Graphs and integration of documents.

RSA 3 Type writing part 2 and 1.**London Chambers of Commerce (LCC) Secretarial Studies Course:-**

Communication use of English, Back ground business studies, Audio typing and RSA 2 typewriting

Hotel Reception Certificate Course, consists of:-

Machine accounting, Book keeping, Cash Control, Communications skills level 1 & 2.

DARWEN VALE HIGH SCHOOL GCSE's equivalent

Mathematics, English Language, Religious Studies, Biology, Physics, French.

RSA 2 Typewriting, RSA Book Keeping, RSA Shorthand 50wpm.

Referees

References Available on request