

Jacqueline Partland

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Personal Profile

Most of my working life I worked in admin roles, all of which always relied on excellent customer service/people skills, the use of telephones, and numerous internal systems. I have also worked in retail and Care work, both required excellent customer service and people skills.

I have recently completed Level 1 Award in Contact Centre, Level 2 Award in Team Leading principles, and Level 1 Award in Cybersecurity. I will be a valuable asset to your company because as well as my excellent customer service and people skills, I am a very reliable and hard worker who can adapt to changing situations as they arise. I am always keen and eager to learn new skills in order to further develop myself and I take immense pride in all the work I do.

Key Skills

- excellent customer service
- telephony
- positive person
- organised/careful
- use my own initiative
- excellent multi-tasker
- accurate data inputter
- team worker
- strong communication skills
- proud of my work/diligent worker
- flexible
- quickly picks up new skills
- reliable
- adaptable

Employment History

Various cleaning jobs, various employers. (May 2020 – August 2021)

Store Assistant, Aldi. (August 2015 – May 2020)

Provided excellent customer service to all customers who came in store. Worked on the deliveries as they came in always trying to meet the deadlines. Was aware of Health & Safety at all times, contributed to keeping the store as clean and tidy as possible.

Care Assistant, Treelands Nursing Home/Home Instead. March 2014 – July 2015

Admin Assistant/Officer, D.W.P (The Pension Service) (July 1992 – Feb 2014)

Dealing with customers over the telephone taking new claims/changes of circumstances for State Pension. This role was conducted using various internal systems. As technology improved, I was working with numerous internal systems open simultaneously, ensuring each was used to gather the relevant information needed to ensure the customers received excellent service each time they contacted us. I would update the systems accurately and process the information to get the required result. During the last 2 years I was working in the contact centre, and I was dealing with customers over the phones in a timely manner, constantly striving to give an excellent customer experience, and always ready to go straight onto the next call.

Education

Level 1 Award in Contact Centre,

Level 2 Award in Team Leading principles

Level 1 Award in Cybersecurity

Level 2 Certificate in Understanding Mental Health

Prevent Award

BTec National Certificate in Business & Finance

5 C.S.Es Grade 1, including Maths and English

Interest and Hobbies

I like to cook, read, and go for walks on the beach with my dog.