

CAROL MCGHEE

176 Rothesay Road, Blackburn, Lancashire BB1 2JA • 07846037806 • cawalton71@gmail.com

Date of Birth: 20 06 1971

Professional summary

Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction. Flexible customer service team member focused resolving customer concerns and enquiries. Skilled at accurately documenting call details, preparing reports and organising documentation. Offers helpful answers and relevant information to retain business. Attentive administrative team member organised in managing enquiries and documents. Prompt in handling communications and developing resolutions for diverse concerns. Thorough and detail-oriented in following procedures. Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results. Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion. Energetic employee well-versed in strong communication and organisation skills. Seeks solutions to problems and applies extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and managing projects. Hard-working [Job Title] with strong organisational skills. Achieves company goals through exceptional planning and prioritisation. Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements. Organised and dependable [Job Title] with [Number] years of experience. Successful at managing multiple priorities with positive attitude. Willing to take on greater responsibilities to meet team goals. Enthusiastic [Job Title] with knowledge of resolving customer problems. Works to increase success through effective work strategies and customer service. Motivated [Job Title] with [Number] years of experience, recognised for assessing operational needs and developing solutions to save costs, improve revenues and drive customer satisfaction. Resourceful and well-organised with excellent leadership and team-building record. Dedicated [Job Title] with [Number] years of experience. Demonstrated history of meeting company goals and promoting best practices. Thrives under pressure and adapts to challenges with ingenuity and resilience. Experienced [Job Title] with over [Number] years in [Type] industry. Excellent reputation for resolving problems and improving customer satisfaction. Offers flexible schedule to deliver on team goals.

Skills

- Customer Service
- Data Entry
- Quality Control
- Transaction processing
- Office 365 usage
- Data confidentiality

- Microsoft Office Suite
- Excel proficiency
- Data verification procedures
- Customer experience
- Inbound call handling

- Advanced product knowledge
- Dispute Resolution
- Call centre experience
- Stockroom procedures

Work history

Home carer

Blackburn with darwen Borough council - Blackburn, Lancashire

- Changed bed linens, washed clothes and cleaned living quarters to maintain healthy personal environments.
- Assisted in daily personal care routines for improved patient wellbeing.
- Helped individuals manage daily activities of living due to age, illness or injury, or chronic condition.

Care assistant

Lancashire county Council/Blackburn with darwen Borough council - Blackburn, Lancashire

- Assisted in all aspects of personal care, retaining comfort and dignity.
- Helped individuals with day-to-day activities while consistently encouraging independence and self-belief.
- Kept patient environments clean and neat following optimum hygiene standards.

Customer care coordinator, 11/2018

Cavalier carpets - Blackburn, Lancashire

- Recorded and processed customer data accurately.
- Maintained excellent client satisfaction by providing in-depth support.
- Resolved customer complaints following guidelines and referred complex inquiries to team leaders.

Cleaning supervisor , 08/2012

Engie - Blackburn, Lancashire

- Trained staff to deliver high-quality cleaning services and boost customer satisfaction.
- Inspected cleaning quality to achieve pristine standards.
- Briefed staff on daily cleaning requirements and delegated tasks to suitable candidates.

Education

Health and safety level 5: Health and safety , 03/2018

Enjie - Blackburn , Lancashire

NVQ Level 2: Health and social care, 04/2000

Nvq level 2 - Blackburn, Lancashire

Btech deploma: Care, 03/1990

Yts - Blackburn , Lancashire

GCSEs: Maths,english,sociology,childcare,science,geography, 06/1987

Everton high school - Blackburn , Lancashire