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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 timeously 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.