

Michael King

185 Redlam, Blackburn, Lancashire, BB2 1XB
07951 959906 • michaelking123@hotmail.co.uk

Personal statement

A hardworking and determined individual with experience in Customer Service and Sales roles, currently seeking a new position. An organised and efficient individual, whose enthusiasm and knowledge have provided successful results in the past. Recent achievements from a previous employer include achieving a Diploma in customer service.

- Natural ability to identify and resolve problems quickly and efficiently
- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
- Excellent communication skills, both written and verbal
- Ability to work individually but also as part of a team
- Meeting deadlines and carrying out work at a high standard
- Ability to learn and apply new information quickly

Employment History

Red Rose Insurance Solutions

(December 2022 to October 2023)

As a lead generator, I conducted outbound calls to potential clients in relation to life insurance. I confirmed key information and stimulated further interest, so the lead was ready to be called by a financial advisor.

Responsibilities:

Telephone calls to new and existing customers selling the company's service.
Capturing and updating data when relevant.
Completing follow up calls to ensure customer satisfaction levels and gain general feedback.
Contacting life insurance providers, to update/amend policy details where relevant.
Liaising with financial advisors for updates on clients.

Customer Service Advisor, B&Q, Blackburn

(April 2018 – July 2019)

Responsibilities:

- Replenishing floor stock and keeping the department clean and tidy
- Dealing with customer enquiries in store as well as over the phone
- Processing orders for delivery and organising warehouse
- Upselling products to customers to complete targets set

Customer Service Advisor, Capita TV Licensing, Darwen

(July 2015 – March 2017)

Responsibilities:

:

- Answering incoming calls with varied requests
- Actively capture data and process onto the relevant systems
- Keep customer details up to date whilst providing quality service
- Providing resolutions first time whilst promoting the legal requirements for TV Licensing
- Acquired a Level 2 Diploma in Customer Service

Social Media Marketer, Twenty-one Strategic Digital Agency, Blackburn

(October 2014 – November 2014) - Work experience

Responsibilities:

:

- Creating blog posts and campaigns to run on their clients' websites and social media channels
- Help generate profit and business by keeping social media channels up to date.
- Managed and actively updated several social media channels such as Facebook, Twitter and Google.

Education

Blackburn College

(September 2011 – July 2014)

Diploma's:

- Level 3 Diploma in Media Production
- UAL Foundation Diploma in Art & Design
- Level 2 Certificate in Photography

School Name

(September 2006 – July 2011)

7 GCSEs, grade A-C, including English and functional skills in Maths and English