

# Zoe Naylor

Cleveleys FY5 1PA

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Detail-driven and confident Finance professional with excellent critical thinking skills and analytical capabilities. Accomplishes tasks effectively both in teams and independently. I am a dedicated, organized and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I am an outgoing individual who is keen to embrace changes and new challenges.

Willing to relocate: Anywhere

## Personal Details

**Driver's License:** Cars

**Eligible to work in the UK:** Yes

**Highest Level of Education:** A-Level or equivalent

**Industry:** Banking & Finance

**Total years of experience:** 2

## Work Experience

### Case Manager

TM Legal Services - Blackpool

January 2022 to Present

As an experienced Competent Case Manager at a Debt Collection Firm that specialises in Litigation, we manage thousands of assigned accounts to identify outstanding debts, plan a course of action to recover outstanding payments as well as negotiating payoff deadlines and payment plans. As the Firm specialises in Litigation and Enforcement, I am well equipped with the Legal knowledge to excel within my role, we diligently follow Court processes and deadlines meanwhile having consumer duty at the forefront of our actions to ensure all customers are treated as fairly as can be. We are committed to treating customers fairly and comply with industry best practice. This means that we will work with customers to find a solution. I take the time to listen, learn and fully understand peoples' circumstances, so I can work with them to agree an affordable and realistic repayment plan to suit their financial means. Within my role I am responsible for training all new starters and monitoring their progress in order to maintain our high standards as-well as our reputation within the financial industry.

I am proficient with multiple Microsoft systems and can utilise these within my day to day. I can create fully functional spreadsheets and am familiar with organising and analysing large sets of data.

Within my role it is imperative that I demonstrate excellent time management, organisation skills as well as communicational skills.

## Education

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### **A-Level or equivalent in Sociology**

The Blackpool Sixth Form College - Blackpool  
September 2020 to September 2022

### **A-Level or equivalent in Finance**

The Blackpool Sixth Form College - Blackpool  
September 2020 to September 2022

### **A Level in Law**

The Blackpool Sixth Form College - Blackpool  
August 2020 to September 2022

### **GCSE in Business Studies**

Montgomery High School - Blackpool  
September 2015 to September 2020

## Skills

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- Organisational skills
- Social skills
- Leadership skills
- Communication skills
- Microsoft Word
- Computer skills
- Office experience
- Organisational skills
- Time management
- Finance and accounting
- Case Management

## Awards

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### **Diploma in Finance Studies**

September 2022

### **Certificate in Finance Studies**

June 2022