

Michael King

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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:

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- 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:

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- 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