



WILL HARRIS

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SUMMARY

I am a confident, passionate, and energetic individual that strives for the best result in every situation.

I am currently looking for new opportunities in the Financial Services Sector to lead teams and drive great customer service.

SKILLS

- High Level in all types of communication.
- Proficient in MS Office
- Reporting/Presenting
- Problem Solving
- Attention to detail
- Training and Development
- Auditing
- Team Leadership
- Team Development
- Punctuality

EXPERIENCE

QUALITY ASSURANCE OFFICER • CAR FINANCE 247 • MAY 2022 – PRESENT • CAR FINANCE BROKER/LENDING •

My current role is based in Manchester working for a Car Loan Broker/Lender.

This job includes:

- Telephone call audits (Customer Service, Customer Care, Dealership, Sales, Lender, Collections and Underwriting).
- Training new starters.
- Feedback delivery.
- Calibration lead and participant.
- Internal team upskilling.

AUDITOR/COACH • DAVIES GROUP • JANUARY 2021 – MAY 2022 • INSURANCE •

In this role I was the same level as a manager and worked closely with the operation as their lead auditor. I led in their staff development by completing reviews/1-2-1's and audits, as well as working to deadlines for the external client. I covered two teams across two sites (Preston & Stoke), with over 10 people in each team.

My responsibilities included:

- Completion of file audits.
- Client relations.
- 1-2-1 team development/feedback.
- Training/Development plans for Claims Handlers.
- Client/ Business Calibration Lead.



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- Responsible for two teams across two sites (Stoke & Preston).
- Responsible for our client trackers.
- Delivering reports to stakeholders and external clients.

OPERATIONAL QUALITY ASSURANCE OFFICER • PERCH GROUP •

JUNE 2020 – DECEMBER 2020 • COLLECTIONS •

In June 2020 the Quality Assurance Team at Perch was split. I was moved into the operation as the 1st Line auditor, reporting into the Head of Collections.

My responsibilities included:

- The monitoring of all operational workstreams (Calls, emails, post, Specialist Support Team and payments).
- Delivering feedback to all agents via scorecards and phone call (this is due to Covid19).
- Delivering internal training to staff members that needed additional development.
- Provide trend analysis in weekly and monthly reports to senior operational staff, which were delivered by email and face to face meetings.
- Calibration Lead
- Completion of check the checker function – monitoring managers audits on their agents.

GROUP QUALITY ASSURANCE OFFICER • PERCH GROUP •

JAN 2018 – MAY 2020 • COLLECTIONS AND LITIGATION •

When joining the company in January 2018, I was initially employed as a Litigation Administrator. In this position I was responsible for communicating with customers and using collections methods to retrieve debts purchased by our company.

After three months in the Litigation Administrator role, I was successful in interviewing for a newly formed Quality Assurance team. There, I assisted the Head of Quality Assurance in the creation of the Scorecards/SOPs for our department. I worked for two companies in Perch Group, Asset Collections and Investigations (FCA Regulated Debt Collections company) and TM Legal Services (SRA Regulated Law Firm).

My responsibilities included:

- The creation of 1st Line & 2nd Line audit processes including Scorecards and Scorecards SOPS.
- Auditing all areas of the business including Calls, Admin, Litigation, Payment Lines, Complaints and Vulnerability.



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- Creating MI with risk levels and common trends to report to the stakeholders.
- Company Liaison with external Quality Assurance software (EvaluAgent).
- Complete customer journeys and provide root cause analytics.
- Delivery of training to new and existing members of staff in new company processes and policies.
- Managers Relief – Including 2nd Line Check the Checker.
- Leading projects to fix issues found, working closely with the compliance and operational teams.

**FYLDE BOROUGH COUNCILLOR • FYLDE BOROUGH COUNCIL •
MAY 2019 – PRESENT.**

In May 2019, after months of campaigning, I was elected as Fylde Borough Council's youngest Councillor, in history. Since then I have represented over 3000 constituents on multiple committees.

- Audit and Standards Committee
- Operational Management Committee
- Environment, Health and Housing Committee

In these committees I have taken on roles where I have led teams in projects and delivered successful changes for the people of my constituency.

I have also been chosen to be the Fylde Borough Council's representing board member on the Fylde, Lancaster and Wyre Children's partnership board.

EDUCATION

A-LEVEL • 2015 • BLACKPOOL SIXTH FORM COLLEGE
Applied Sciences – A*AA

GCSE C & ABOVE • 2013 • LYTHAM HIGH SCHOOL
English, Maths, Science, History, PE, Music and ICT.



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