

📍 Manchester 📞 07859933006 ✉ kudziakay@gmail.com

Personable and dedicated Customer Service Representative with extensive experience in inbound and outbound telecommunications. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialising in quality, speed and process optimisation. Articulate, enthusiastic and results-orientated with demonstrated passion for building relationships, cultivating partnerships and growing businesses. I am someone who thrives in a busy environment with attention to detail and an ability to work under pressure.

WORK EXPERIENCE

Administrator

Aug 2017 - Feb 2018

DKM Health Care, Employer Quenelle Dube, Nottingham

My role was a to ensure careers got there time sheets so they knew what time they started work . I was also in charge of scheduling appointments and choosing care packages. I greeted people entering the establishment and escorted them to the waiting room. Another one of my roles was to set up job interviews for people that had applied to be careers. I created applicants application forms and kept up to date with clients confidential folders. I also answers calls and sent emails.

Customer service advisor

Feb 2018 - Jul 2021

Webhelp, Employer Natasha Payne, Nottingham

I have worked in numerous campaigns within the business ie COOP, Asda, Shell energy and Eurostar. My role was to assist customers with any queries over the phone.

Some of my duties included taking payments from customers and handling confidential information.

This has allowed me to gain a lot of experience. I was responsible for making inbound and outbound calls. I would ensure that customers receive the best possible Service when using our product or service.

- Resolved escalated customer issues quickly to drive client retention.
- Assisted customers with sales transactions in timely manner to guarantee high level of customer service.
- Dealt with a number of different customers and clients on a daily basis, ensuring complete satisfaction
- Handling customer complaints promptly and effectively

Receptionist & Administrator

2021 - Present

NHS Hospital, Manchester Royal Infirmary

My duties include greetings patients and visitors . Booking, amending and cancelling patients appointments in line with the hospitals appointment procedure. My role also involves answering incoming telephone calls, ensuring calls are documented and redirected accordingly. I respond to emails on a daily basis and check fax machine for incoming messages. I ensure that enquiries from patients are efficiently and courteously handled.

REFERENCES

Manager Andy Mousoula

NHS Hospital

0333014 4373

andy.mousoula@nhsprofessionals.nhs.uk

EDUCATION AND QUALIFICATIONS

GCSE

Aug 2016 - Aug 2016

Bluecoat Academy, Nottingham

GCSE English - B

GCSE Maths - B

GCSE Science - C

GCSE History - B

GCSE Art - B

GCSE Childcare -B