



SKILLS

Customer Service
Knowledge of Excel, Reapit & C-Series
Call Handling
Accurate Data Entry
Reporting in a timely manner
Knowledge of PNC and CRM
Ability to work under pressure
Active listener
Empathetic to peoples needs
GDPR Compliant
Hospitality Industry Experience

EDUCATION

04/2024 – Current
Runshaw College | Leyland, LAN
BTEC Level 3: Software Development
Part time study.

08/2011 – 08/2016
Leyland St. Mary's | Leyland, Lancashire
GCSEs: Maths - C

09/2011 – 08/2016
Leyland St. Mary's | Leyland, Lancashire
GCSEs: English Literature - B

09/2011 – 08/2016
Leyland St. Mary's | Leyland, Lancashire
GCSEs: English Language - C

09/2011 – 08/2016
Leyland St. Mary's | Leyland, Lancashire
Drama: Drama - C

09/2011 – 08/2016
Leyland St. Mary's | Leyland, Lancashire
GCSEs: Technology - C

09/2016 – 07/2017
Runshaw College | Leyland, LAN
BTEC Level 2: Engineering - Distinction, Merit

Kieran Caldwell

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PROFESSIONAL SUMMARY

Possess excellent communication and problem-solving skills and a strong ability to adapt to challenging situations and maintain a positive attitude. Committed to achieving high levels of customer satisfaction and contributing to the organisation's success.

Creative and innovative professional with strong administrative background. Proactive and resourceful team player, committed to improving efficiency and productivity for an administrative team.

Motivated to excel and work as hard as possible to build a career and work my way up.

WORK HISTORY

12/2022 - Current
Administrator
Acorn Energy | Chorley, Lancashire

- Handle incoming calls for staff, answering questions, directing calls and documenting messages.
- Keep and maintain accurate filing system for preservation of office information.
- Fill administrative needs for photocopying, faxing and filing.
- Effectively manage incoming and outgoing mail to maximise the company's efficiency.
- Gained the knowledge of working with different software's such as C-Series, Reapit & Excel Spreadsheet.

06/2019 - 09/2022
Life Insurance advisor
ST&R Limited | Chorley

- Helped customers determine appropriate products and policy terms.
- Gathered customer information to assess coverage needs and recommend products.
- Communicated with customers to determine policy limits and degree of risk.
- Maintained policies by calculating premiums and processing payments.
- Assisted customers with varying questions using product knowledge and service expertise.
- Managed high-volume customer queries simultaneously through effective multitasking.

AWARDS, ACCOMPLISHMENTS, AND HONORS

I was in the Sea Cadets for five years where I gained the following qualifications:

Duke of Edinburgh Bronze Award
Level 2 Power Boating
Level 2 Cook Steward

In that time I also volunteered for the Royal British Legion, St. Catherine's Hospice and Derian House.