



# 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 Dierian House.

## 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.

09/2011 - 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