



# JOANNE YORK

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**Date of Birth:** 14/03/1970 | **Nationality:** British | **Permit:** Full

## PROFESSIONAL SUMMARY

Educated to GCSE, NVQ 3 and 'O' level competency. Experienced in MS Teams and Outlook. Customer service experience over the phone and also face to face

## WORK HISTORY

**Customer Service Advisor** | Webhelp - Falkirk, Scotland 02/2022 - CURRENT

- Adhered strictly to policies and procedures for continued company compliance.
- Employed active listening and product expertise to successfully resolve inbound queries.
- Recorded and processed customer data accurately.
- Answered 40+ telephone calls per day with professionalism.
- Recorded information about inquiries and complaints within internal database.

**Odd Job Mum** | Odd Job Mum - Blackpool , Lancashire 10/2012 - 10/2021

I had my own business cleaning peoples houses, doing a combination of things such as home help, dog walking, cleaning brasses, mobile spray tans, mobile lash and brow tinting and then in between I was a full time courier for Hermes, delivering parcels on time and in good condition

## SKILLS

- Data confidentiality
- Customer experience

## EDUCATION

Preston college , Preston, Lancs

04/2000

**GCSEs**