**Louise Sloan**

Date of birth: 24/05/1987  
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**Work experience**

**Medical Legal Appointment**Operations Administrator July 2016 – Current Job. I currently work as part of small team arranging medical Legal appointments for solicitors, dealing with medical experts, medical records and medical reports. Other responsibilities involved customer enquiries, Instructing medical appointments, accurately updating clients files, dealing with post and email enquiries, customer service calls, cancellations and dealing with complaints also adhering to the Data Protection Act. **Visit centre worker HMP Kenneth Prison**Family support worker October 2015 – July 2016 I worked as part of a small team for a charity based company which supports the families of prisoners, I deal with visitors and prisoners face to face and help them with any support they need while there family is in prison. I also do the finance and banking for the company on a weekly basis. I also have a up to date DBS certificate.   
 **Legal Administrator UK Law Nationwide**Legal services Liverpool May 2013 - May 2015 I worked as part of a team in the First Response Department, dealing with road traffic accidents and criminal injuries claims. Other responsibilities involved customer enquiries, instructing medical, accurately updating client’s files on proclaim, dealing with post and email enquiries, customer service calls insurance calls, cancellations and dealing with complaints also adhering to the Data Protection Act.

**First Response Unit GT Law Solicitors**Legal services Liverpool July 2010 - January 2013 Working as part of a team in the First Response Unit dealing with Road Traffic Accidents Claims. Other responsibilities involve setting up clients claims accurately on proclaim, customer enquiries, insurance calls, dealing with post and email enquiries, cancellations and complaints and instructing medical.  
**Customer Service Advisor See Us 2 Save Insurance Broker**Insurance Liverpool January 2009 - June 2010 Working as part of a team in the Admin and Customer Service Department, dealing with car and bike insurance. Other responsibilities involve customer service calls, customer enquiries, dealing with post and email requires, cancellations and dealing with complaints.

**Gala Bingo Croxteth**Liverpool January 2008 - February 2009 Working as part as a team, dealing with customers face to face and being responsible for handling large amounts of money.  
**Customer Service Advisor / Administration Vertex National Trust / Halifax**Telecommunications services Liverpool January 2007 - January 2008 National Trust - Working as a customer service advisor dealing with customer enquiries, handling of donations, accurately updating accounts, dealing with letters of complaints and adhering to the Data Protection Act by assuring all customers’ accounts we're secure.   
  
Halifax, HBOS - working as part of a team in the Savings Department, dealing with customer enquiries, providing competitive interest rates to customers and updating accounts in a accurate and honest manner. Other responsibilities involve transferring of money between accounts, dealing with customer complaints, advising customers no only on range of savings accounts available but also more importantly on the suitable account that would meet their needs.  
  
**Customer Service Advisor Barclay Card**Banking and consumer lending Liverpool January 2006 - January 2007Based in a Customer Service department working as part of a team, With the responsibility of dealing with customers in arrears, customer enquiries, updating accounts accurately and ensuring adherence to the Data Protection Act.  
  
**Shop Assistant News Extra**Retail Liverpool July 2003 - January 2006 Retail experience in a small busy newsagent, responsibilities involve dealing with customers, handling cash, opening, closing the shop and taking in deliveries. Quickly identified the needs for negotiation, patience and customer care.

**Education**

**All Saints High School** September 1998 – July 2003

**References**

**Tony Evans** GT Law Solicitors - Director [Tonyevans@gtlawsolicitors.co.uk](mailto:Tonyevans@gtlawsolicitors.co.uk) 

**Additional information**

Customer Understanding - Developed excellent customer service skills through my work experience as a Shop Assistant and a customer service advisor dealing with difficult and irate customers and learning how to calm a situation with a positive outcome.  
  
Team Work - Experience of working in many different teams, working as a effective team member, listening and being open to suggestions and ideas from others.  
  
Communication Skills - Excellent communication skills developed in my role as Shop Assistant and a Customer Service Advisor, Communicating and persuasively, both verbally over the phone and in writing via letters and emails to customers.   
  
Interpersonal/Social Skills - I have developed the capability to establish good working relationships and to relate effectively to a wide range of people throughout my work experience.   
  
Business Awareness - Working as a Shop Assistant in a small Newsagents enabled me to develop an awareness of the realities of working in a business i.e. the need to make a profit and keep costs down.   
  
Organisational Skills - Working at the above employees, I have developed the ability to plan and organise me work effectively to achieve goals and deadlines set.