**Taylor Brookes**

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**Personal Proﬁle**

A hardworking and motivated individual, who is friendly and has a great sense of humour, I am able to work to deadlines under pressure, and carry out duties to the best of my ability.

**Key Skills**

* Reliable, Punctual and Trustworthy
* Quick Learner
* Good communication skills
* Good I.T skills

**Education and Qualiﬁcations**

Weaverham High School 2004 – 2009

German – B Graphics – B History – B Music – C Maths – C Science – C Science – C English – C English – C ICT – C

Mid-Cheshire College 2009 – 2011

National Diploma in Graphic Design (Equivalent to 3 A-Levels)

Key Skills Level 3 English

Mid-Cheshire College 2014-2015

NVQ Level 2 in Customer Service

Code Institute 2020-Current

Full Stack Web Development

**Employment History**

**Voluntary Work**

St. Luke’s Charity Shop Cafe, Hartford – July 2011 – July 2015

I previously worked in St. Luke’s Charity Shop, in the Cafe. Throughout the day, I would:

* Serve Customers with food and drink
* Clean work surfaces as well as the Kitchen

I also completed a food hygiene course. I later sold items such as DVD’s, Blu Rays, Games and Toys online, using Amazon and eBay.

**Previous Employment.**

Blockbuster UK, Kingsmead – 28th August 2011 – 14th December 2013

As a Manager On Duty, my duties included;

• Serving customers

• Handling cash

• Opening/Closing the store

Club Class Travel LTD, Northwich - 2nd March 2014 – 18th January 2016

As a lead operator, my duties included;

• Answering phone calls from customers

• Booking jobs and communicating effectively with drivers

• Managing the ofﬁce and staff when no managers were present

Dominos UK, Regency Way, Kingsmead, Northwich – 20th January 2016 – 10th July 2017

As a delivery driver and CSR, I;

• Served customers in-store

• Took customer orders over the phone

• Handled cash

• Worked effectively to meet deadlines

Tyres On The Drive, Holmes Chapel - 17th July 2017 – 30th June 2019

As a Senior Contact Centre Advisor working in an Inbound/Outbound contact centre, my duties included;

• Answering customer calls and processing orders

• Replying to customer emails, queries and complaints

• Dealing with customer complaints that have been escalated to a senior level

• Supporting Managers with daily tasks

**Current Employment**

Barclays UK, Gadbrook Park, Northwich – 23rd September 2019 - Present

I currently work in the business department at Barclays UK as part of the Mandate Change Team. My current duties include;

• Answering customer calls and creating new Mandate forms

• Offering advice to customers regarding Mandate changes

• Working effectively to hit personal targets set by team leaders

**Interests and Hobbies**

In my free time I enjoy reading books, listening to music, playing video games and socialising with my friends. I hold a full UK driving licence.