

RORRY EVANS

RESUME

CONTACT

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📍 Perth, Western Australia

SYSTEM SKILLS

- HOST/CustomerOne
- LendNet
- Nova
- Common Processing System
- Lead Management System
- Transaction Manager
- EasyTalk - Inbound/Outbound
- LiveEngage
- Tableau Reporting
- Genius
- Proficient in Microsoft Office

REFERENCES

Jasmine Beckingham

Branch Manager
0450 730 403

PROFESSIONAL SUMMARY

A customer service professional with over 8 years of experience with a passion for delivering exceptional client experiences through relationship-building, excellent communication and interpersonal skills, conflict resolution and creative problem-solving. A passionate learner who is not afraid to expand outside comfort zones and thrives off taking initiative to learn new skills and gain experience to constantly grow mindset and capabilities.

Developed skills in Banking as a Customer Specialist in retail products and customer engagement with sound understanding of business strategy, risk awareness and managing customer-based relations to deliver focused outcome solutions and retention to meet KPIs.

Demonstrates ability to work under pressure as a team player and able to adapt to various working environments and cross-skilled capability to meet the demand of business requirements (Fluid trained).

WORK EXPERIENCE

BANKWEST

2022 - Present

Customer Specialist

- Customer Specialist in assisting customers across retail banking products including home loans, personal loans, credit cards, transaction & saving accounts
- Experienced and excellent communicator in holding needs-based conversations to provide customer focused solutions to improve customer's financial well-being
- Proactive engagement with customers to build client relations and retention through skilled service channels including outbound calls, Fluid & DigiChats
- Resolving customer issues and complaints in a timely and professional manner
- Compliantly manages risk and adheres to business processes and policies
- Pro-active in generating lead opportunities to meet KPI expectations
- Tech savvy in the Digital self service tools and empowering colleagues and customers through education

VODAFONE

Sales Associate & Apple and Samsung Expert

2016 - 2022

- Responsible for maximising sales, daily banking, POS and stocktake
- Adhere to company processes, policies and manage compliant contract sales
- Challenged daily to be able to manage multiple tasks to meet deadlines
- Provide customer focused solution sales to meet customer's needs
- Consistent high performer in sales achieving Top 3 WA Sales Associates
- Regular training to combat and handle objections, conflict resolution, customer retention and achieving consistent customer feedback scores (NPS)

ARROW COMPUTERS

Sales Consultant

2013 - 2014

- Build computers to meet clientele specifications
- Troubleshooting software and hardware issues to provide resolutions
- Responsible for maintaining stock levels and POS
- Sound product knowledge and specifications to meet customer needs