

Kevin Taylor

Customer Service

Dayjob Ltd
The Big Peg
Birmingham
B18 6NF
T: 0121 638 0026
E: info@dayjob.com



PERSONAL STATEMENT

A fun loving professional individual who has a genuine interest in working with and helping customers. Kevin fully understands the importance of appearance and behaviour in creating a positive impression in any face to face role. He is therefore always immaculately dressed, well spoken and very polite when meeting customers. He is good at working quickly, accurately and within strict guidelines, on top of this he is able to prioritise a busy workload, whilst at the same time being reactive to a business's core needs. Right now he is looking for a suitable Customer Service role with an exciting and forward thinking company that offers room for future promotion.

AREAS OF EXPERTISE

CUSTOMER SERVICE

- Able to adapt tone, language and style for different customers and situations.
- Creating a good first impression.
- Handling and recording cash payments from customers.
- Meeting customer expectations in areas such as timeliness, quality and consistency.
- Building customer relationships and loyalty.
- Projecting a professional image face-to-face, on the phone and via e-mail.
- Able to say 'no' constructively, and give 'bad' news in a tactful way.
- Knowledge of phrases and keywords that can generate a customers' confidence.
- Able to control a conversation and quickly obtain relevant information.
- Experience of leading teams.
- Ability to remain calm when dealing with emotional, difficult or distressed people.

PERSONAL

- Well presented, polite, tactful and friendly. .
- Able to handle aggressive behaviour and take control of difficult situations.
- Having a natural flair for talking to people.
- Ability to build rapport effectively and identify solutions to customers needs.
- Able to handle unreasonable expectations.

CAREER HISTORY

Insurance Company - Coventry

CUSTOMER SERVICE ASSISTANT April 2009 – Present

Responsible for the sales order process- taking orders, discussing customer requirements and providing knowledgeable advice. Also in charge of handling internal and external communications with colleagues and replying to all incoming emails.

Duties

- Making a professional impression on visitors, callers and customers.
- Recording and analysing data from customer complaints to identify recurring problems and limit repeat complaints.
- Scheduling and coordinate appointments.
- Giving feedback to managers on the efficiency of the customer service processes and system.
- Meeting and greeting visitors to the company in a warm, respectful and courteous manner at all times.
- Providing a safe environment for customers who visit the showroom.
- Using logical questioning skills in an appropriate manner to obtain the maximum relevant information from the customer in the minimum effective time.
- Giving product, pricing and delivery information to customers.
- Writing reports analysing the customer service that the company provides.
- Issuing refunds or compensation to customers.

Fashion Shop - Coventry

CUSTOMER SERVICE ADVISOR June 2008 – April 2009

ACADEMIC QUALIFICATIONS

Birmingham North University 2005 - 2008 Business Administration BA (Hons)

Birmingham South School 2003 - 2005 A Levels: Maths (B) English (A) Physic (C) Geography (A)

REFERENCES – Available on request



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