

# Gary White

## Call centre advisor

### AREAS OF EXPERTISE

*Query resolution*

*Customer service*

*Handling complaints*

*Up selling*

*IT skills*

*Office administration*

### PROFESSIONAL

*CLAIT*

*ECDL*

### PERSONAL SKILLS

*Excellent telephone manner*

*Assertive*

*Listening*

*Confident*

### PERSONAL DETAILS

*Gary White  
34 Made Up Road  
Coventry  
CV66 7RF*

*T: 02476 000 0000*

*M: 0887 222 9999*

*E: [gary.w@dayjob.co.uk](mailto:gary.w@dayjob.co.uk)*

*DOB: 12/09/1985*

*Driving license: Yes*

*Nationality: British*

### PERSONAL SUMMARY

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven, busy call centre environment. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities.

### WORK EXPERIENCE

#### *Computer Maintenance Company – Coventry*

CALL CENTRE ADVISOR June 2008 - Present

Tasked with answering projecting a professional company image through phone interaction with new and existing clients. Main duties include answering customer enquiries, resolving their problems, up selling & making appointments for engineers.

#### *Duties:*

- Providing advice, information and assistance to callers.
- Attempting to resolve all enquires on first contact with the caller.
- Making sure that all telephone calls are answered promptly.
- Dealing with a customers queries, requests, orders or complaints.
- Following up customers by calling them back.
- Research required information for callers using available resources.
- Essentially receiving up to 50 incoming calls from customers daily.
- Involved in processing orders, forms and applications.
- Accurately recording details of calls and issues on logging software.
- Having a professional and courteous manner at all times.
- Identifying and escalating priority issues or customer complaints.
- Sending emails to clients answering their enquiries.
- Taking ownership on all calls and queries answered.
- Arranging appointments for engineers to attend premises & make repairs.

### KEY SKILLS AND COMPETENCIES

- Able to handle complex calls and situations.
- Demonstrating empathy and understanding when talking to customers.
- Able to deal with irate, abusive and irate callers.
- A proven track record of handling high volume calls.
- Can type up to 30 wpm.
- Excellent listening and problem solving skills.
- Excellent communication skills and telephone manner.
- Good keyboard skills and knowledge of customer service principles & practices.

### ACADEMIC QUALIFICATIONS

BSc (Hons) Business Administration

*Nuneaton University 2005 - 2008*

A levels: Maths (A) English (B) Technology (B) Science (C)

*Coventry Central College 2003 - 2005*

REFERENCES – Available on request.

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