

Harry Brown

Customer service

PERSONAL PROFILE

A well presented, polite, tactful and friendly individual who is able to combine a polite manner with razor-sharp efficiency. Harry is able to do more than just answering questions, he also has a proven track record of building relationships by providing information on additional products and services and helping customers find the right ones to meet their needs. Possessing an excellent telephone manner & the ability to communicate with all levels of customers, he is well able to contribute to the growth of any business. Now looking for a suitable position with a reputable, and exciting employer.

CAREER HISTORY

CUSTOMER SERVICE ADVISOR

Insurance Company

May 2009 - Present

Being the first point of contact for customers and clients, and providing them with the highest service standards to ensure the company has a good reputation and good feedback is received.

Work duties

- Taking ownership for queries from first contact to resolution.
- Interacting directly with potential, new and existing clients.
- Development, maintenance and retention of customer relationships.
- Informing customers of all the latest products.
- Accurately updating administrative records.
- Promoting products and services.
- Resolving face to face, telephone and email queries quickly and to completion.
- Implementing agreed promotional activities.
- Monitoring until completion outstanding orders and enquiries.
- Processing customer registrations.

KEY SKILLS AND COMPETENCIES

Customer service skills

- Able to demonstrate a high standard of customer service.
- Competent user of MS-Office (Word, Excel, Outlook)
- Ability to act on own initiative.
- Capable of following procedures and systematic processes.
- Having a methodical and accurate approach to work activities.
- Finding solutions to issues and problems.
- Positive attitude, energetic approach and self-motivated.
- Capable of influencing the opinions of customers.
- Able to handle complaints, aggressive customers and difficult situations.

ACADEMIC QUALIFICATIONS

BA (Hons) Business Administration
Nuneaton North University 2006 - 2009

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2004 - 2006

REFERENCES – available on request

AREAS OF EXPERTISE

Administrative functions
Customer service
Communication skills
Client co-ordination
Up selling
Sales orientated
Resolving problems
Organising
Call handling
IT skills

PROFESSIONAL SKILLS

Advanced First Aid
German speaker
ECDL
French speaker

PERSONAL SKILLS

Advisory skills
Decision making
Negotiating
Attention to detail
Influencing skills
Multitasking

CONTACT DETAILS

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