

Maxine Curry

Customer Service Manager

AREAS OF EXPERTISE

Customer care
Communication skills
Time management
Administrative procedures
Call handling
Building rapport

PERSONAL SUMMARY

Maxine is very good at understanding and matching a customers' needs and expectations both now and in the future. She combines her passion, experience and ability to develop life-long relationships with existing and new customers. Her philosophy is that everyone has an important part to play in customer service and with this in mind she works hard to identify the needs of her staff. As a true professional she will always go the extra mile to exceed customer expectations. Furthermore she has a pro-active and 'can-do' attitude along with exceptional attention to detail and excellent organisational skills. Right now she is looking for an opportunity to be part of an exciting and ever expanding business.

WORK EXPERIENCE

IT Company – Birmingham

CUSTOMER SERVICE MANAGER Jun 2013 – Present
Responsible for managing, coaching and driving the performance of the Customer Service team to achieve KPIs.

PROFESSIONAL

Fire Marshall
Spanish speaker

Duties:

- Being a point of escalation for all customer service issues.
- Ensuring consistently high levels of customer excellence at all times.
- Acting on customer feedback.
- Motivating customers to use the company's services more.
- Developing strong links to internal and external stakeholders.
- Providing clear leadership and direction to the customer service team on a daily basis.
- Inspiring and leading customer service teams.
- Promoting a hardworking, successful and pleasant team environment.
- Actively identifying areas where processes and systems can be improved so that costs can be saved or revenue increased.

PERSONAL SKILLS

Ambitious
Polite
Go-getting
Principled

Company name - Location

JOB TITLE Employment dates (i.e. Aug 2011 – Jun 2013)

KEY SKILLS AND COMPETENCIES

- Minimising staff absence and attrition.
- Identifying the root cause of problems.
- Acting as a role model for other members of staff.
- Approachable, supportive and willing to assist others.
- Knowledge of how a big organisation works.
- Developing customer service personnel to their fullest potential.

CONTACT

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Driving license: Yes
Nationality: British

ACADEMIC QUALIFICATIONS

Nuneaton University *2008 - 2011*
BSc (Hons) Business Administration

Coventry Central College *2005 - 2008*
A levels:
Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.



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