

# Maxine Curry

## Customer Service Supervisor

### AREAS OF EXPERTISE

Stock management

Cash handling

Resource utilisation

Issue resolution

Quality control

Team meetings

### PERSONAL SUMMARY

Maxine has a friendly face that inspires trust in customers, always gives service with a smile and treats everyone the same. She is determined to see customers walk away happy, and works very hard to meet the needs of her customers and even harder to be successful. As a true professional, she is committed to identifying issues at every touch-point and to providing the best service possible at all times. In her present role she has helped her employer to stay ahead of the competition and maintain their status as industry leaders. Right now, she would like to join a company who are looking for people who can make a real difference through their drive, experience and energy.

### WORK EXPERIENCE

#### Company name – Location

CUSTOMER SERVICE SUPERVISOR Jun 2013 – Present

Responsible for organizing the Customer Service team's daily workload in a fair and efficient way, to ensure that all staff are fully prepared for the working day

#### Duties:

- Leading and maintaining a highly skilled team of Customer Service Representatives.
- Having answers ready for the most common questions customers are likely to ask.
- Take the time to find out a customers' expectations by getting feedback from callers.
- Completing all administrative duties related to the customer service department.
- Analysing customer transactions, correcting records and adjusting errors.
- Building and maintaining relationships with key customers and members of staff.
- Using feedback forms, surveys and questionnaires to find out what customers think.
- Going the extra mile to make customers and potential customers feel valued.
- Always saying 'thank you' to a customer at the end of a conversation.
- Dealing with customer enquiries by email, post and in person to get information from clients.

### PROFESSIONAL

French speaker

First Aider

### PERSONAL SKILLS

Passionate

Forward thinking

Focused

Hard working

**Company name - Location**    JOB TITLE    Dates (i.e. Aug 2011 – Jun 2013)

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### KEY SKILLS AND COMPETENCIES

- Approaching customers in a way that is natural and fits the individual situation.
- Providing feedback to management concerning possible areas of improvement.
- Able to use appropriate words and tone when dealing with difficult customers.
- Able to work within broadly established guidelines and processes.
- Fully aware of all relevant data protection legislation and confidentiality issues
- Watching out for verbal and non-verbal signs that a customer is unhappy.

### CONTACT

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Driving license: Yes  
Nationality: British

### ACADEMIC QUALIFICATIONS

**Nuneaton University**    **2008 - 2011**  
BSc (Hons)    Sales Management

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

**REFERENCES** – Available on request.



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