

# SAMANTHA HILL

## CUSTOMER SERVICE

### Career summary

An experienced customer service professional who is a confident communicator across multiple levels and who always put the customers first. Samantha has a long track record of exceeding her customers' expectations and of improving customer relationships. She has exceptional verbal communication skills that she uses effectively to deal with difficult and dissatisfied customers. She always works hard to ensure that customers have a positive experience, and uses feedback to gain a better understanding of what they really want.

### Work experience

Retail Store – Returns Department

CUSTOMER SERVICE ADVISOR June 2008 – Present

Responsible for completing the sales and returns process from initial customer request either via telephone / facsimile / email through to arranging delivery or collection.

- Turning complaints into opportunities.
- Responding to all requests for information/enquiries quickly.
- Recording details of all inquiries, comments and complaints.
- Solving customer service problems.
- Keeping track of all team deadlines and targets.
- Logging, processing and progress chasing enquiries.
- Getting an encouraging feedback from customers on the service they have received.
- Disagreeing agreeably - saying 'no' when you have to.
- Helping out with the induction & training of new customer services advisors.
- Receiving and processing cash payments.
- Handling complex queries and complaints.

Manufacturing Company

SALES ASSISTANT July 2006 – May 2008

### Academic qualifications

Nuneaton University 2003 – 2006

BA Sales & Marketing

Nuneaton College 2001 – 2003

A levels Maths (A)  
English (B)  
Geography (A)  
Physics (D)  
Accounting (B)

## Key skills

### AREAS OF EXPERTISE

- Data collection
- Active listening
- Customer solutions
- Taking messages
- Interpersonal skills
- Telephone handling
- Customer rapport
- Buying signals

### CUSTOMER SERVICE SKILLS

- Always looking at different ways to improve the service given to customers.
- Understanding the needs of callers.
- Knowledge of administrative procedures.
- Can handle criticism, put-downs, arrogance, persistence or patronising behaviours.
- Able to create a positively memorable service experience.
- Juggling administration tasks and reception duties effectively.
- Experience of computerised switchboards.
- Able to control my tone of voice.
- Proficient in the use of Microsoft Office tools.
- Strong organisational and prioritisation skills.
- Previous experience of working in a call centre environment.
- Developed keyboard skills and able to accurately input information into databases.

### PERSONAL SKILLS

- Identifying a customer's individual needs.
- Dealing with challenges.
- Able to handle complaints and difficult situations.
- Can work with minimal supervision.
- A motivated team player.
- Assertive techniques to manage difficult behaviours.
- Professional and friendly at all times with great energy and enthusiasm.
- Committed to equal opportunities and anti-discriminatory practices.

### REFERENCES

Available on request.

### CONTACT DETAILS

Karen Grove

Dayjob Ltd, 120 Vyse Stree Birmingham B18 6NF

T: 0044 121 638 0026 - E: info@dayjob.com



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