

Maxine Curry

Service Delivery Manager

AREAS OF EXPERTISE

Process definition
Service management
Change management
Service reporting
Service improvement
Organisational planning
Change control

PROFESSIONAL

French speaker
First Aider

PERSONAL SKILLS

Passionate
Forward thinking
Focused
Hard working

CONTACT

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Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Maxine is an expert at establishing plans and implementing policies that will improve existing processes. As a true professional, she is happy to work outside of her comfort zone and aspires to create a culture of continuous service excellence. On a personal level, she will always apply sound judgement to resolve issues and is someone who empathises with customers and go the extra mile to satisfy them. With her present employer, she proactively engages with work colleagues to drive service improvement and ensure customer satisfaction. Right now, she is looking for a suitable position with an ambitious company that wants to recruit talented people.

WORK EXPERIENCE

Company name – Location

SERVICE DELIVERY MANAGER Jun 2013 – Present

Responsible for ensuring that the Service Delivery Team works at maximum efficiency and not only meets the goals set for them, but exceeds them.

Duties:

- Looking into incidents where service delivery does not match the highest standards.
- Providing accurate and timely service activity information to Senior Managers.
- Acting as the central point of communication within the Service Delivery team.
- Constantly reviewing the company's current service activities and processes.
- Performing root cause analysis to find out what is not working and why not.
- Coordinating, implementing and managing the delivery of services to key customers.
- Interacting with customers at a senior level to gain feedback and build relationships.
- Using the latest service management tools, techniques and trends to deliver services.
- Coming up with service improvement plans that are proven, practical and effective.
- Keeping accurate and appropriate administrative records, files and documentation.
- Producing management information and reports as required by Senior Managers.

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

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KEY SKILLS AND COMPETENCIES

- Extensive knowledge of commercial contracts and service level agreements.
- Planning everything in the service delivery department down to the smallest detail.
- Achieving productivity gains in service delivery through teamwork and resources.
- Monitoring staff to ensure the prompt resolution to all client service related queries.
- Ability to think tactically and long term when planning the future of service delivery.
- Mentoring and developing new and junior members of the Service Delivery team.

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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