

# Gary White

## Customer care

### AREAS OF EXPERTISE

*Customer service*

*Complaint resolution*

*Customer retention*

*Product knowledge*

*Telephone manner*

*Administrative duties*

*IT skills*

### PROFESSIONAL

*ECDL*

*First Aid Certificate*

### PERSONAL SKILLS

*Reliable and consistent*

*Flexible attitude*

*Communication skills*

### PERSONAL DETAILS

*Gary White*  
*34 Anywhere Road*  
*Coventry*  
*CV6 7RF*

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*DOB: 12/09/1985*

*Driving license: Yes*

*Nationality: British*

### PERSONAL SUMMARY

A well mannered, articulate and hardworking customer care advisor who has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and configuration skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business.

Ready and qualified for the next stage in my career and looking forward to making a significant contribution to the growth of a ambitious company.

### WORK EXPERIENCE

#### **Insurance Brokers – Coventry**

**CUSTOMER CARE** June 2008 - Present

Taking enquiries from and also providing help and advice to customers using the companies products or services. Aiming to build long-term relationship with customer.

#### **Duties:**

- Managing all retail and online related customer contacts.
- Providing quality responses to customer contacts in person, telephone & email.
- Dealing with enquiries & answering calls from new and existing customers.
- Suggesting solutions to customers in a positive manner.
- Dealing with all escalated complaints and enquiries efficiently and effectively.
- Communicate promptly any information to customers about their orders.
- Helping customers to register online and/or to process their orders.
- Giving customers information about company services and products.
- Building relationships with customers.
- Recording all queries and making notes on logging software.
- Resolving assigned incidents within pre-agreed timescales.
- Familiar with all with Microsoft packages.
- Handling difficult and aggressive customers in a professional manner.
- Assisting the finance Department with customers on security checks.

### KEY SKILLS AND COMPETENCIES

- Having a clear voice and a excellent telephone manor.
- Able to work on own initiative as well as part of a team.
- Excellent spelling and grammar and a flexible hard working attitude.
- Excellent listening and verbal communication skills.
- General insurance procedural / product knowledge and also: DPA, FSA & TCF.
- Understand the regulatory, fair trading and competition rules relating to customer service.

### ACADEMIC QUALIFICATIONS

BA (Hons) Business Administration

**Nuneaton University 2005 - 2008**

A levels: Maths (A) English (B) Technology (B) Science (C)

**Coventry Central College 2003 - 2005**

**REFERENCES** – Available on request.

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