Customer Services

Address 1

Address 2

Town

Postcode

01234567890

email@email.com

**Profile**

A committed customer service professional with extensive experience in working with a number of customer facing roles. Having held roles in the banking sector as well as the automotive sector. Hands on experience of telesales and working in a call centre. Having recently relocated onto the Isle Of Wight now looking for a new role which will allow me to develop my skills further.

**Career History**

A Workplace, Receptionist Nov 2013 – Aug 2018

Working in a reception area for a construction company duties included

* Greeting customers
* Answering telephone queries
* Processing invoices
* Stationery orders, lunch orders, booking meeting rooms and admin duties.

B Workplace, Receptionist Mar 2007 – Oct 2013

Working in main BMW reception area duties included

* Representing BMW in main reception area
* Meeting and greeting visitors
* Answering telephone and admin duties

C Workplace, Customer service officer Nov 2003 – Feb 2007

Working in retail branch banking duties included

* Providing full counter service
* Chaps and international payments
* Foreign currency and bankers drafts
* Balancing tills and safe

D Workplace, Customer Service Officer Jan 2001 – Oct 2003

Working in retail branch banking duties included

* Responsible for providing teller service to customers
* Branch sales and targets
* Offer ideas to increase customer service standards
* Chaps payments and international payments
* Travellers cheques and foreign currency

**Qualifications and Courses**

11 G.C.E and C.S.E’S to include English and Maths

Lloyds TSB Bank : City & Guilds certificate in customer care service level 1

British Telecom : Customer care and Telephone techniques

Nationwide Building Society : Customer care, mortgage and sales

**Additional Information**

Full Clean Driving License and access to own vehicle

**Interests**

Reading and gardening

References are available on request