## Hayley Cummings

### Customer Service resume

#### AREAS OF EXPERTISE

Customer satisfaction

Interpret customer feedback

Call handling

Managing Customer Data

Customer service

Listening to customers

Managing expectations

Telephone Etiquette

Email handling

Resolving problems

#### PROFESSIONAL

First Aid Qualified

Diploma in Customer Relations

#### PERSONAL SKILLS

Excellent communicator

Good problem solver

Attention to detail

Team player

#### PERSONAL DETAILS

Hayley Cummings Dayjob Ltd The Big Peg Birmingham B18 6NF T: 0044 121 638 0026 M: 0870 061 0121 E: info@dayjob.com

Driving license: Yes

PERSONAL SUMMARY

A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business-like manner, Hayley is a service orientated professional who is very confident when handling enquiries, complaints, and communications. She is a team player, who is able to work to timely demands and effectively manage multiple workloads. Right now she is looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

#### WORK EXPERIENCE

Healthcare Centre – Birmingham CUSTOMER SERVICE June 2010 – Present

Responsible for ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgement and taking decisions within established procedures for each enquiry.

#### Durties:

- Responding promptly to customer enquiries in person or via telephone, letter, and e-mail always in a professional & efficient manner.
- Using the in-house system to record necessary information and instigate actions as required.
- · Processing orders, forms, applications and requests for information.
- Dealing efficiently with questions and queries from customers.
- Keeping up to date with all the company's products, services and procedures.
- Directing requests and unresolved issues to other colleagues.
- Maintaining up to date paper and computer based files and administrative systems.
- Promoting the company's products and services to customers.
- Handling objections professionally.

Fashion Shop - Coventry Customer Service Advisor

April 2010 - June 2010

#### KEY SKILLS AND COMPETENCIES

- · A clear and confident telephone manner.
- Ability to communicate effectively with a wide range of customers.
- Proven aptitude for dealing with customer complaints.
- Extensive knowledge of Microsoft Office, Excel and Lotus Notes.
- · Experience of working in a busy, inbound call centre environment.
- · Dealing with customers Face to Face.
- Fully aware of the importance of data security and relevant legislation.
- Prospecting for sales leads.
- Able to identify and act upon potential sales opportunities.

#### ACADEMIC QUALIFICATIONS

Sparkbrook University 2008 - 2010
BA (Hons) Business Administration
Coventry Central College 2005 - 2008
A levels: Maths (A) English (B) Technology (B) Science (C)

REFERENCES - Available on request.

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Brian A. Nejmeh

#### **Resume Template Deal Customer Service:**

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4 Pillars: Creating a Life on YOUR Terms Geoff Smith, 2022-05-21 What does it feel like to create a life on your terms Where your health relationships finances and mindset are all supercharged with positive momentum and intent The 4 Pillars offers a template on how to shape your life towards fulfilment in these areas where you learn to master your health take control of your relationships grow your finances and develop a clear and positive mindset The 4 Pillars is your roadmap to a better life **Service-Learning in the Computer and Information Sciences** Brian A. Nejmeh, 2012-06-07 Offering a truly global perspective this book serves as a road map for service learning partnerships between information science and nonprofit organizations. It introduces for the first time an essential framework for service learning in CIS addressing both the challenges and opportunities of this approach for all stakeholders involved faculty students and community nonprofit organizations. NPOs both domestic and abroad This volume outlines numerous examples of successful programs from around the world presenting practical working models for implementing joint projects between NPOs and academia Innovations for Community Services. Siddharth Swarup Rautaray, Gerald Eichler, Christian Erfurth, Günter Fahrnberger, 2019-12-15 This book constitutes the refereed proceedings of the 20th International Conference on Innovations for Community Services I4CS

2020 held in Bhubaneswar India in January 2020 The 16 revised full papers presented in this volume were carefully reviewed and selected from 46 submissions The papers focus on all aspects of communities and social networks information and system security cloud and network security communication and networks and data analytics and e governance

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