## 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.

# **Resume Template Deal Customer Service**

Shon Harris, Fernando Maymi, Jonathan Ham

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

#### Der Didaktische Service Blueprint. Eine Methode für Analyse und Design teilnehmerstarker

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the essential skills required in life All of our content is reproducible and aligned to your State Standards and are written to Employment & Volunteering: Communicating with Peers & Supervisors Gr. 9-12+ Lisa Renaud, 2018-09-01 This is the chapter slice Communicating with Peers Supervisors Gr 9 12 from the full lesson plan Practical Life Skills Employment Volunteering Give students the tools they need to get a job Prepare students with tips on filling out a job application and writing a resume Get to know what kind of questions to expect at an interview and how to prepare for them Gain the skills needed to thrive on the job and properly communicate with peers and supervisors Find out the benefits of volunteering and know what your rights are as employees Comprised of reading passages graphic organizers real world activities crossword word search and comprehension guiz our resource combines high interest concepts with low vocabulary to ensure all learners comprehend the essential skills required in life All of our content is reproducible and aligned to your State Standards and are written to Bloom's Taxonomy Employment & Volunteering: Thriving on the Job Gr. 9-12+ Lisa Renaud, 2018-09-01 This is the chapter slice Thriving on the Job Gr 9 12 from the full lesson plan Practical Life Skills Employment Volunteering Give students the tools they need to get a job Prepare students with tips on filling out a job application and writing a resume Get to know what kind of questions to expect at an interview and how to prepare for them Gain the skills needed to thrive on the job and properly communicate with peers and supervisors Find out the benefits of volunteering and know what your rights are as employees Comprised of reading passages graphic organizers real world activities crossword word search and comprehension quiz our resource combines high interest concepts with low vocabulary to ensure all learners comprehend the essential skills required in life All of our content is reproducible and aligned to your State Standards and are written to Bloom's Taxonomy Employment & Volunteering: Job Interview Basics Gr. 9-12+ Lisa Renaud, 2018-09-01 This is the chapter slice Job Interview Basics Gr 9 12 from the full lesson plan Practical Life Skills Employment Volunteering Give students the tools they need to get a job Prepare students with tips on filling out a job application and writing a resume Get to know what kind of questions to expect at an interview and how to prepare for them Gain the skills needed to thrive on the job and properly communicate with peers and supervisors Find out the benefits of volunteering and know what your rights are as employees Comprised of reading passages graphic organizers real world activities crossword word search and comprehension quiz our resource combines high interest concepts with low vocabulary to ensure all learners comprehend the essential skills required in life All of our content is reproducible and aligned to your State Standards and are written to Bloom's Taxonomy Employment & Volunteering: Volunteering Gr. 9-12+ Lisa Renaud, 2018-09-01 This is the chapter slice Volunteering Gr 9 12 from the full lesson plan Practical Life Skills Employment Volunteering Give students the tools they need to get a job Prepare students with tips on filling out a job application and writing a resume Get to know what kind of questions to expect at an interview and how to prepare for them Gain the skills needed to thrive on the job and properly communicate with peers and supervisors Find out the benefits of volunteering and

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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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In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Resume Template Deal Customer Service**," an enthralling opus penned by a very acclaimed wordsmith, readers attempt an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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