

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
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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.

Duties:

- 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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Clifford Lane

Resume Template Compare Customer Service:

Autism and Learning Differences Michael McManmon, 2015-11-21 A comprehensive curriculum for independent living with ASDs or LDs providing everything teachers clinicians and other professionals working with young people with an ASD or LD diagnosis need It includes tried and tested teaching and learning strategies ideas and photocopiable resources to achieve measurable outcomes

Summary: What Clients Love BusinessNews Publishing, 2014-09-29 The must read summary of Harry Beckwith's book What Clients Love A Field Guide to Growing Your Business This complete summary of the ideas from Harry Beckwith's book What Clients Love answers a fundamental question How do you grow your business today and continue to be an ongoing success in the future In his book the author explains that having technical competence in what you do is essential for this but you also need to build and maintain strong customer relationships This summary reveals the five key building blocks of good customer relationships that you should learn and apply in order to grow your business Added value of this summary Save time Understand key concepts Expand your business knowledge To learn more read What Clients Love and discover the key to building strong customer relationships and ensuring the future success of your business

How to Write & Design a Professional Résumé to Get the Job Dale Mayer, 2008 This book CD ROM guide arms job seekers with advice on writing and formatting different types of resumes and surviving the interview process It tells how to construct a resume in difficult situations such as a recent layoff spotty work history or criminal record and offers tips on specialty resumes for IT professionals self employed job seekers students executives and military personnel Worksheets case histories examples and a glossary are included The companion CD ROM contains about 30 real life resumes in Microsoft Word format so that readers can edit them to fit their needs

Empower Your Job Search with AI Chatbots Mindscape Artwork Publishing, Mauricio Vasquez, 2024-02-14 Struggling to navigate the job market Unlock the power of artificial intelligence AI to fast track your career search and land your dream job Seeking the ultimate job hunting gifts or job search motivation Picture a 24/7 personal career coach to guide your job search journey What if your coach could craft standout resumes optimize your LinkedIn prep you for interviews and much more This book is your AI powered personal job search coach to transform your job hunt It includes prompts for budgeting health dimension change management self discovery elevator speech LinkedIn networking cover letters resumes interviews communication skills job offer negotiation career management and more Inside You Will Find 1 136 POWERFUL PROMPTS it's an innovative tool crafted to transform your job search Merge AI power with practical strategies to save time and boost your odds of securing your dream job

Linked Omar Garriott, Jeremy Schifeling, 2022-05-03 The LinkedIn insider's guide to how the new job search really works and how to make it work for you No one disputes that LinkedIn is the world's biggest job market So it's about time that someone with the inside scoop explained how to make the most of it Here from two LinkedIn experts and former employees is the definitive guide that demystifies the massive site and gives every reader from the newly minted college graduate to the midlife career

changer the most important strategies to win the modern job search game Clear lively and decidedly practical Linked shows how to burnish your personal brand so recruiters come to you Tap the power of the network effect and turn anyone into an invaluable referral Think like employers and focus your profile to get noticed get considered and get hired And game both the search algorithm and Applicant Tracking Systems used by nearly every employer in every economic sector The result not just a great job but the future of your dreams **Proceedings, New Technology for Coal Mine Roof Support** ,2000

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 PHP and MySQL Web Development Luke Welling,Laura Thomson,2008-10-01 PHP and MySQL Web Development Fourth Edition The definitive guide to building database drive Web applications with PHP and MySQL and MySQL are popular open source technologies that are ideal for quickly developing database driven Web applications PHP is a powerful scripting language designed to enable developers to create highly featured Web applications quickly and MySQL is a fast reliable database that integrates well with PHP and is suited for dynamic Internet based applications PHP and MySQL Web Development shows how to use these tools together to produce effective interactive Web applications It clearly describes the basics of the PHP language explains how to set up and work with a MySQL database and then shows how to use PHP to interact with the database and the server The fourth edition of PHP and MySQL Web Development has been thoroughly updated revised and expanded to cover developments in PHP 5 through version 5 3 such as namespaces and closures as well as features introduced in MySQL 5 1 This is the eBook version of the title To gain access to the contents on the CD bundled with the printed book please register your product at informit com register *Developing Workplace Skills for Young Adults with Autism Spectrum Disorder* Michelle Rigler,Amy Rutherford,Emily Quinn,2016-07-21 This practical college curriculum helps students with Autism Spectrum Disorder ASD to enter into working life with confidence With visual reinforcements and exercises it teachers young people strategies for managing the stresses and challenges of employment

Life after Graduation Jean Leconte II,Dalvin Josias Sejour,2023-10-31 In a world where change is the only constant the pathway to success is paved with adaptability resilience and an understanding of one s true self From navigating the complexities of the tech industry to mastering the art of personal branding the authors Jean Dalvin dive deep into the nuances of modern success Drawing on experiences from esteemed roles at Amazon Adobe Microsoft and more as well as internships at powerhouses like Facebook Snapchat and Goldman Sachs they decode the strategies that make or break careers But this isn t just a guide about climbing corporate ladders It s a holistic roadmap for anyone looking to chart a

course in today's unpredictable landscape blending professional advice with personal anecdotes cautionary tales and invaluable life lessons Are you ready to redefine your trajectory harness your potential and embark on a journey of transformation

Bureau of the Census Catalog United States. Bureau of the Census,1982 Includes monthly supplement 1960 1980

Network World ,2000-07-17 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce

Business Design Thinking and Doing Angèle M. Beausoleil,2022-01-24 This textbook aims to guide instruct and inspire the next generation of innovation designers managers and leaders Building upon an evidence based innovation development process it introduces explains and provides visual models and case examples of what Business Design is how it is applied across sectors and organizations and its impact on decision making and value creation Students will read and analyze design led innovation business cases from across the globe discover multi disciplinary strategies from marketing to anthropology and practice applying a designer's toolkit to find frame and solve business problems in contemporary ways Throughout the book students will break down the process of innovation and move from initiation to implementation engage in iterative feedback loops and develop concrete plans for personal and professional collaboration and workplace application For MBA and senior undergraduate students this book offers a step by step and comprehensive reference guide to creative problem framing and solving inside and beyond the classroom It integrates marketing principles and management frameworks with anthropological and design methods reflecting the diverse and in demand skills vital to tomorrow's workforce For instructors this book offers a way to confidently engage learners in the realm of design practices and strategies relevant to business decision making The pedagogical framework along with a comprehensive suite of techniques and templates offers both novice and experienced teachers a step by step reference guide that facilitates skills development in creative problem framing and solving

EBOOK: Services Marketing: Integrating Customer Focus Across the Firm Alan

Wilson,Valarie Zeithaml,Mary Jo Bitner,Dwayne Gremler,2012-06-16 The Second European Edition of Services Marketing Integrating Customer Focus Across the Firm by Wilson Zeithaml Bitner and Gremler uniquely focuses on the development of customer relationships through quality service Reflecting the increasing importance of the service economy Services Marketing is the only text that put the customer's experience of services at the centre of its approach The core theories concepts and frameworks are retained and specifically the gaps model a popular feature of the book The text moves from the foundations of services marketing before introducing the gaps model and demonstrating its application to services marketing In the second edition the book takes on more European and International contexts to reflect the needs of courses lecturers and students The second edition builds on the wealth of European and International examples cases and research in the first

edition offering more integration of European content It has also be fully updated with the latest research to ensure that it continues to be seen as the text covering the very latest services marketing thinking In addition the cases section has been thoroughly examined and revised to offer a range of new case studies with a European and global focus The online resources have also been fully revised and updated providing an excellent package of support for lecturers and students

Census of population and housing (2000): Nevada Summary Population and Housing Characteristics , **Census of population and housing (2000): United States Summary Population and Housing Characteristics ,2002** [Kick Start Your Career](#) Lee Smith,John van Genderen,2018-03-30 For new graduates the key challenge remains how to secure that first career related job Full of guidance and tips on how to handle the complex field of job hunting Kick Start Your Career can help navigate an ever changing job market and secure your chance at your desired career It is a valuable investment in your future It advises the reader on how to stand out in job applications use social media for job searching create resumes and cover letters that stand out succeed at interviews It provides a practical hands on step by step approach With an integrated Personal Plan that helps create key job search documents it directs soon to be graduates towards achieving their career aspirations Accompanying online resources include examples and templates which can be downloaded in Word format to help you prepare resumes and other job search documents This book will help graduates progressively build up job hunting resources skills achievements resume cover letter and interview responses and turn this into a practical outcome a new job It is a key companion to any student or recent graduate exploring the job market

Census Catalog and Guide United States. Bureau of the Census,1985 Includes subject area sections that describe all pertinent census data products available i e Business trade and services Geography Transportation etc

The Complete CompTIA A+ Study Guide Data Nexus, Embark on your journey into the dynamic world of IT with the definitive guide designed for the modern professional The Complete CompTIA A Study Guide is your all in one manual for mastering the latest CompTIA A 220 1201 and 220 1202 certification exams This isn t just another certification book it s a comprehensive career blueprint built to address the complete paradigm shift in the IT industry The days of simply fixing printers and resetting passwords are over Today s IT professionals are navigating artificial intelligence implementing Zero Trust security architectures and supporting a hybrid cloud first workforce This guide prepares you for that reality Inside you will find Forward Looking Content Master the latest exam objectives including AI fundamentals and advanced networking concepts that are shaping the future of tech Hands On Learning Put theory into practice with detailed hands on labs and reinforce your knowledge with hundreds of practice questions and performance based scenarios Proven Career Strategies Go beyond the exam with expert guidance on building a home lab optimizing your resume and leveraging your certification to launch a successful career The CompTIA A certification is your launching pad into a high demand field This book is the first step on that journey providing the foundational knowledge and practical skills you need to not only pass the exam but to thrive in the modern IT landscape

Just-in-time Logistics Kee-hung Lai, T. C. Edwin Cheng, 2009 Logistics is becoming increasingly popular as a competitive weapon for firms to gain advantage in cost and services This book extends the just in time JIT concept in manufacturing to business logistics In managing global supply chains it is a useful reference for organisations seeking logistics performance improvements on JIT ways

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