

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
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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.

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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Geoff Smith



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Der Didaktische Service Blueprint. Eine Methode für Analyse und Design teilnehmerstarker Lerndienstleistungen Wegener, René, 2014-01-01 Schlagworte eLearning Blended Learning Service Engineering Dienstleistungsengineering Peer Learning Service Blueprint Action Research [Resumes For Dummies](#) Joyce Lain Kennedy, 2011-01-13 Write a winning resume and land that job interview Is your job search stalling out after you submit a resume but before you re offered an interview With a recession that has caused a 10% unemployment rate affecting 15 3 million Americans having a winning resume is vital to securing an interview and it demands a fresh look at how you write your resumes and market yourself Whether you re entering the job market for the first time looking for a new job after a lay off or changing careers Resumes For Dummies shows you the ropes and rules for a new era in recruiting and jobsearching Instructions for writing an inclusive core resume Tips on targeting a known position or tailoring a resume to specific industries Common resume writing mistakes to avoid Updated with the latest information on privacy issues in the electronic age Resumes For Dummies is your go to guide for getting your foot in the door **Nursing Resume Templates and Job Guide by Nurse Sarah** Nurse Sarah, 2023-11-05 Nursing Resume Templates and Job Guide by Nurse Sarah This updated eBook guide template bundle will walk you step by step through the entire nursing job process You ll learn how to do the following Create a stunning resume and matching cover letter 16 professionally designed templates included with eBook that you will download the instructions on how to download are found in the last chapter Ace your nursing job interview with the most common job interview questions includes sample answers Getting letters of recommendation putting together your nurse portfolio Tips for finding your first nursing job and getting hired fast Tips to transition from nursing student to new nurse talking to doctors common struggles etc Advancing in your career And more see table of contents As an extra bonus you will get in the eBook 3 of Nurse Sarah s cheat sheets common antidotes lab values and medication administration routes abbreviations Nurse Sarah BSN RN is the lead educator for the RegisteredNurseRN brand Her YouTube channel has over 2 6 million subscribers and hundreds of millions of views from around the world [Career For Dummies Three eBook Bundle: Job Interviews For Dummies, Resumes For Dummies, Cover Letters For Dummies](#) Joyce Lain Kennedy, 2013-01-02 Three complete ebooks for one low price Created and compiled by the publisher this career bundle brings together three of the bestselling For Dummies career titles in one e only bundle With this special bundle you ll get the complete text of the following titles Resumes For Dummies 6th Edition Write a winning resume and land that job interview Is your job search stalling out after you submit a resume but before you re offered an interview With a recession that has caused widespread unemployment having a winning resume is vital to securing an interview and it demands a fresh look at how you write your resumes and market yourself Whether you re entering the job market for the first time looking for a new job after a lay off or changing careers Resumes For Dummies shows you the ropes and rules for a new era in recruiting and job searching Job

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Backup Skills for a Tough Job Market Davi Sal,2013-11-26 Use the strategies here to learn the shortcut to jobs for almost nothing and grow within companies These skills are obtainable and within reach they can create a second income or help you find your niche Most importantly when the inevitable job loss occurs they are the backup needed to stay floating until you get across One skill will not cut it in this shaky worldwide economy You can list your skills and languages as acronyms to help boost your creative mind Look within and find your own personal interests Knowing some of these important skills gives you leverage a key to being more marketable and operating easily within multiple fields Author Davi Sals path was full of temptation as a result of acquiring these additional skills You become a versatile and competitive person creating mobility and more choices for yourself in life Get ready to discover ton of information about other hidden or rare positions in companies that pay very good salary without the requirements of high education Best of all they are your backup plan to help stay in demand during tough time and bad economy Whether or not you have a degree there is still hope to find a shortcut to jobs

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

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

Employment & Volunteering: Employee Rights Gr. 9-12+ Lisa Renaud,2018-09-01 This is the chapter slice Employee Rights 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

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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. Nejme,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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Table of Contents Resume Template Deal Customer Service

1. Understanding the eBook Resume Template Deal Customer Service
 - The Rise of Digital Reading Resume Template Deal Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Deal Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Resume Template Deal Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Deal Customer Service
 - Personalized Recommendations
 - Resume Template Deal Customer Service User Reviews and Ratings
 - Resume Template Deal Customer Service and Bestseller Lists
5. Accessing Resume Template Deal Customer Service Free and Paid eBooks

- Resume Template Deal Customer Service Public Domain eBooks
- Resume Template Deal Customer Service eBook Subscription Services
- Resume Template Deal Customer Service Budget-Friendly Options
- 6. Navigating Resume Template Deal Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template Deal Customer Service Compatibility with Devices
 - Resume Template Deal Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Deal Customer Service
 - Highlighting and Note-Taking Resume Template Deal Customer Service
 - Interactive Elements Resume Template Deal Customer Service
- 8. Staying Engaged with Resume Template Deal Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Deal Customer Service
- 9. Balancing eBooks and Physical Books Resume Template Deal Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Deal Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template Deal Customer Service
 - Setting Reading Goals Resume Template Deal Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template Deal Customer Service
 - Fact-Checking eBook Content of Resume Template Deal Customer Service
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development

- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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