

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.

Resume Template Compare Customer Service

Tobias Bleicker



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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

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

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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

Job Hack Carisa Montooth, 2014-07-23 Find out how to navigate the ins and outs of the job search in this easy to use

guide You ll learn why it s important to match your career choices to your values and how to do it You ll figure out what level of education you need for the job that you want Want free online career resources They re in there too You ll get tips and templates for creating resumes and cover letters and a guide to the real meaning behind some of the most commonly asked interview questions as well as salary negotiation basics all in this concise easy to use guide Get all the shortcuts you need to get to the job you want Ten Steps to Succeeding at ANY College Tina Fletcher,Trina Fletcher,2011-11-25 Tina Experience United States Senate Southern Education Foundation Office of the First Lady Michelle Obama Obama for America campaign Anacostia HS Trina B S Industrial Tech Experience Lockheed Martin Caterpillar Kellogg s Johnson Inspiring Woman for the WNBA Liberty GWU Service Excellence Award Perl CGI Programming Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites **Maximizing ASP.NET** Jeffrey Putz,2005 This book helps the novice ASP NET developer become a well rounded master by explaining ASP NET s underlying concepts and architecture CHI ... Conference Proceedings ,2004 **The Underwriter** ,1880 **Analysis and Comparison of Relational Database Systems** Patrick Valduriez,Georges Gardarin,1989 *The Woman's Gazette; Or, News about Work* ,1878 **The History of Greece from Its Commencement to the Close of the Independence of the Greek Nation: Up to the end of the 6th century B.C** Adolf Holm,1894 Summary Report of the Geological Survey Department Geological Survey of Canada,1925 1901 is accompanied by atlas of maps **1991 Census** Great Britain. Office of Population Censuses and Surveys,1992 **The Weekly Underwriter** ,1883 **ESA Bulletin** European Space Agency,1999 **Scientific Decision Making in Business** Abraham Shuchman,1963 Official Documents, Comprising the Department and Other Reports Made to the Governor, Senate and House of Representatives of Pennsylvania ,1900 The Postal Bulletin ,1996

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Table of Contents Resume Template Compare Customer Service

1. Understanding the eBook Resume Template Compare Customer Service
 - The Rise of Digital Reading Resume Template Compare Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Compare 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 Compare Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Compare Customer Service
 - Personalized Recommendations
 - Resume Template Compare Customer Service User Reviews and Ratings
 - Resume Template Compare Customer Service and Bestseller Lists
5. Accessing Resume Template Compare Customer Service Free and Paid eBooks
 - Resume Template Compare Customer Service Public Domain eBooks
 - Resume Template Compare Customer Service eBook Subscription Services
 - Resume Template Compare Customer Service Budget-Friendly Options

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