

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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Brendan Read



Resume Template Prices Customer Service:

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 *Step-by-Step Resumes For All Construction Trades Laborer and Contractor Positions* Evelyn U. Salvador, 2020-05-15 Book Delisted

Simulation Modelling Andrew Greasley, 2022-09-21 While simulation has a vast area of application this textbook focuses on the use of simulation to analyse business processes It provides an up to date coverage of all stages of the discrete event simulation DES process covering important areas such as conceptual modelling modelling input data verification and validation and simulation output analysis The book is comprehensive yet uncomplicated covering the theoretical aspects of the subject and the practical elements of a typical simulation project demonstrated by cases examples and exercises It also shows how simulation relates to new developments in machine learning big data analytics and conceptual modelling techniques Guidance is provided on how to build DES models using the Arena Simio and Simul8 simulation software and tutorials for using the software are incorporated throughout Simulation Modelling offers a uniquely practical and end to end overview of the subject which makes it perfect required or recommended reading for advanced undergraduate and postgraduate students studying business simulation and simulation modelling as part of operations research business analytics supply chain management and computer science courses

Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2012-11-02 Customer service is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service However despite its importance quality customer service is the exception rather than the norm in many parts of the world Customer Service for Hospitality and Tourism is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice In essence it is the whys and hows of customer service It is easy to read very current and full of references to all the latest research from both academic and practitioner literature Chapters cover important topics such as the financial and behavioural consequences of customer service consumer trends influencing service developing and maintaining a service culture managing service encounters the importance of market research building and maintaining customer relationships providing customer service through the servicescape the impact of technology on customer service the importance of service recovery and promoting customer service internally and externally Key features include An At Your Service Spotlight at the beginning

of each chapter focuses on the achievements of successful individuals related to the art of customer service Each chapter contains a Service Snapshot short real life cases to illustrate a particular concept or theoretical principle presented in the chapter Detailed international Case Studies which cover a variety of sectors organizations and regions designed to foster critical thinking the cases illustrate actual business scenarios that stress several concepts found in the chapter They analyze customer service in the U S South America South Africa Europe Russia Australia China Canada Korea and Dubai EBK: Services Marketing: Integrating Customer Service Across the Firm 4e Alan Wilson,Valarie Zeithaml,Mary Jo Bitner,Dwayne Gremler,2020-10-07 Successful businesses recognize that the development of strong customer relationships through quality service and services as well as implementing service strategies for competitive advantage are key to their success In its fourth European edition Services Marketing Integrating Customer Focus across the Firm provides full coverage of the foundations of services marketing placing the distinctive Gaps model at the center of this approach The new edition draws on the most recent research and using up to date and topical examples the book focuses on the development of customer relationships through service outlining the core concepts and theories in services marketing today New and updated material in this new edition includes New content related to human resource strategies including coverage of the role of robots and chatbots for delivering customer focused services New coverage on listening to customers through research big data netnography and monitoring user generated content Increased technology social media and digital coverage throughout the text including the delivery of services using mobile and digital platforms as well as through the Internet of Things Brand new examples and case studies added from global and innovative companies including Turkish Airlines Volvo EasyJet and McDonalds Available with McGraw Hill s Connect the well established online learning platform which features our award winning adaptive reading experience as well as resources to help faculty and institutions improve student outcomes and course delivery efficiency *The Career Artisan Series: The 21st Century Resume & Links to Custom Templates* Mary Elizabeth Bradford,2011-07 *Cost & Management Accounting: Tools for Planning and Control* Prof. (Dr.) Savita Mohan,Prof. Moumita Mishra ,Prof. Saumya Srivastava,2025-04-17 Essential Guide to Marketing Planning Marian Burk Wood,2007 Essential Guide to Marketing Planning takes you step by step through the planning process Packed with real life examples up to date marketing ideas and a detailed sample plan Marian Burk Wood s friendly no nonsense approach gives you exactly what you need to succeed It offers you practical guidance in how to research prepare and present a great marketing plan **A Profitable Cost Culture** Ganesh Shermon,2018-08-05 Profitability is not a stand alone aspect of a business organization It is inextricably linked with Costs But Profits and costs requires a facilitating culture A company s culture can have a significant impact on financial performance Companies with adaptive cultures emphasized by key managerial constituencies customers stockholders and employees realized revenue stock price net income increases Such cultural experiences are best applied when organizations seek to push employee contribution ahead of other factors that

influences business performance Maintain a transparent strategic focus and alignment so that employees know how they are contributing to the results where employees come on par with customers when fulfillment of need is concerned *The Bottom-of-Funnel SEO + LLM Cost Hacker's Guide* İsmail Günaydın,2025-07-26 Turn every click into revenue and slash AI content costs like a pro The Bottom of Funnel SEO LLM Cost Hacker s Guide is your tactical manual for mastering AI powered SEO and dominating conversion focused content Designed for marketers growth hackers and founders this book shows you how to capture ready to buy search traffic and scale content ops using the smartest Large Language Model LLM hacks In a digital world where everyone s focused on top of funnel fluff this guide goes deep right where money changes hands What you ll unlock Advanced bottom funnel SEO strategies that convert traffic into transactions How to structure and scale programmatic SEO with AI precision Real world playbooks for slashing LLM content costs while improving quality Prompt engineering secrets for ecommerce SaaS B2B and affiliate content AI powered workflows for briefs outlines CTAs and persuasive copywriting Conversion first optimization schema and internal linking architecture Built for the next wave of content led growth this book is part SEO crash course part AI cost optimizer and 100% no fluff Maximize output Minimize spend Monetize smarter Whether you re a content strategist a solo founder or an SEO consultant this is the competitive edge you ve been looking for

The Complete Cost of Play Ahmed Elmezeny,2021-04-06 Free to play F2P games have been recently taking the market by the storm proving to be both popular among users and developers Delivering the core experience for free and functional or decorative benefits within the game for a small price microtransactions can these games really be labelled free This research explores the costs involved in playing or taking part in free to play game communities through an 18 month virtual ethnography Using a specific F2P browser game which is developed and published in Germany as a case example interviews are conducted with professionals from the game company as well as players of the game to explore the influence the payment model has on the various aspects of the game culture Utilizing the circuit of culture du Gay et al 1997 as a theoretical framework the research empirically explores all the contexts of the game culture in question from official and non official game content production and regulation to appropriation and identification by members of the culture and the representation of themes within the game and of the game within media and public discourse

Designing the Best Call Center for Your Business Brendan Read,2005-01-02 Designing the Best Call Center for Your Business examines all key aspects of opening and expanding a live agent call center with in depth coverage on facilities and workstation design site selection including communications and power backups f *Network World* ,1998-04-27 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

Finance and Accounting for Energy

Engineers S. Bobby Rauf,2023-09-15 The purpose of this second edition is to provide an overview of important principles in the fields of finance and accounting and the application of those principles for financial analysis of energy and non energy capital investments This book is written as a self study guide for energy and non energy engineers and managers who either lack formal training in the subjects of finance accounting and engineering economics or simply need a means to refresh their knowledge in these subjects This book bridges the gap between the typical business school MBA knowledge and its application in energy and non energy engineering project management or manufacturing management Many energy and non energy engineers and technical managers feel inadequately equipped to comprehend and apply certain important finance and accounting principles Understanding of finance and accounting principles is important in interfacing and conducting business with accountants financial analysts and members of upper management This book is designed to familiarize energy engineers and other engineering professionals in a relatively simple and easy to understand fashion with decision making skills founded on financial calculations and case study based quantitative analysis

Network World ,2002-09-02 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

Computerworld ,2005-12-12 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network

EBOOK: Cost Management: Strategies for Business Decisions, International Edition Marc Wouters,Frank Selto,Ronald Hilton,Michael Maher,2012-07-16 This book is an adaptation of the successful US text Cost Management by Hilton Maher and Selto written specifically for an international audience Major improvements include Diverse and truly international examples of organizations Examples used throughout the book are from all over the world and represent manufacturing retail not for profit and service firms in many different countries Completely restructured and rewritten text The book has been rewritten restructured and also shortened significantly to align content closer with international courses Integral use of spreadsheets Spreadsheet software is used for explaining techniques and making applications more realistic In depth research Summaries of international research studies that address important cost management issues have been updated and more references to recent research findings have been added Intuitive explanation of accounting The authors show directly how events impact the balance sheet and profit and loss account

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Guerrilla Marketing Goes Green Jay Conrad Levinson,Shel Horowitz,2010-01-08 These Two Masters of Marketing Want to Pass Their Most Powerful Success Strategies on to You Learn to Slash marketing costs and boost profits by making your business as green and ethical as possible Easily turn your customers suppliers and even competitors into your unofficial sales force Understand how to turn business acquaintances into powerful joint venture partners Cut your advertising budget and build revenues using social media traditional media and the power of your own brain even get paid to do your marketing Harness the Magic Triangle and the Abundance Principle to skyrocket to success Find all this and much more within the covers of Guerrilla Marketing Goes Green your road map to thrive and prosper as a green ethical business in tough times and good times A playbook for companies that want to succeed in a world where integrity and transparency trump slick slogans This is a gem that should be required reading not just for so called green marketers but for any marketer who wants to succeed in today s economy and tomorrow s Joel Makower Executive Editor GreenBiz.com and author Strategies for the Green Economy Very wise words from very wise men Shel and Jay are seasoned marketing pros who not only talk the talk but walk the walk Follow the advice of Guerrilla Marketing Goes Green Your current customers your new customers and your bank account will be richer for it Bob Burg author Endless Referrals and coauthor The Go Giver

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