

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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Patrick Valduriez, Georges Gardarin



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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

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