

Personal Statement

Being an enthusiastic, articulate and mature individual, I can apply myself to the task in hand in a number of practical and innovative ways and have great determination to achieve my set goals. I am hardworking, committed and have a great eye for detail. Being multilingual with proficiency in Punjabi, Hindi and English gives me an insight and appreciation of multiple cultures and has benefited in the customer care relationship.

Interaction with the public in professional and non-professional environments has enabled me to work with customers and colleagues with ease. Cooperation and communication with all types of customers is an important value in providing a good service and enhancing my skills.

Key Skills & Achievements

- Establishing and maintaining exemplary customer service standards.
- Understanding customer needs and delivering appropriate solutions.
- Good keyboard skills.
- Excellent organisational and time management skills.
- Working efficiently under pressure and excellent team working and leadership skills.
- Self motivated, positive and can do attitude.
- Sense of team player reaching targets and objectives.
- Excellent communication skills.
- Key team player

Work Experience

C3 Controller, Ericsson Sept 2012 – present

- Manage the dispatch of all field resource, prioritising work in accordance with SLAs and procedures in order to meet or exceed KPI's
- Monitor and resolve Jeopardy Alerts in a timely manner; assist engineers with any requirements to execute work
- Append all Tickets with concise, appropriate notes on activities taken to make work executable - Access Requests, Confirmation and Approval dates and times and references etc
- Comply with all FSO and Customer procedures to ensure engineers are booked safely and legally onto site for access or climbs, securing any legal documentation required
- Maintain constant telephone support through hunt groups and hotline support to provide a quality service to the Field, FSO and other Departments and Customers
- First point of contact for all fault related issues, to ensure prompt escalation to the Dispatch Team Leader or Manager
- Provide accurate payment details, Purchase Order numbers and ensure correct information is attached on all access applications. All details are recorded in accordance with local working procedures for accurate invoice approvals and customer charge backs.
- Monitor all work queues, assigning tickets within Dispatch SLA's, ensuring the Field resource is fully optimised

Dispatch scheduler & Data assistant, National Grid (Onstream) *(Oct 2010 – April 2012)*

Repair Dispatch (April 2012 – Sept 2012)

- Ensuring job details are back and closed within SLA (service level agreement).
- Dispatch jobs on day within SLA to make sure business achieves GSO (Gas service of standards).
- Liaise with meter workers, customers and internal call centres to ensure jobs are covered and customer's expectations are met.
- Communicate within team members to assist with phone calls and make sure tasks are not duplicated and assist if they need help with anything.
- Cover the whole of U.K for out of hours. Alongside Northern Ireland gas emergency.

CGT Call Manager/CSR, AXA Insurance, Coventry

(May 2007 to Nov 2007)

- Working on a specialist project as a call manager
- Advised superiors on the capital gains situation of AXA bonds
- Produced weekly reports on the volume of calls being handled by staff
- Use the reports to calculate the amount of customer communication necessary ensuring business efficiency
- Produced quotes for IFA's (admin related)
- Chasing up clients to make sure they have received up to date documents

Key responsibilities involved advising on the capital gains situation of AXA bonds & in addition to this, produce a weekly report regarding the volume of calls being received. It was my role to inform head office of the correlation patterns that were occurring. The report I produced helped calculate the amount of customer communication necessary for the businesses requirements at the time of each report.

Senior Sales Associate, Dhillon Jewellers, Coventry

(June 2000 to June 2009)

- Customer Service
- Deputising all management responsibilities in the managers absence
- Visual merchandising
- Stock taking and replenishment
- Carrying out valuations and repairs
- Identifying customer requirements by establishing rapport with potential and existing customers and thus continually expanding the existing customer base.
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives, and monitoring what local competitors are doing.

Moves and Transfers Advisor, NTL: Telewest, Coventry

(June 2006 to Dec 2006)

- Inbound call centre advisor
- Assisting team members in line managers absence
- Resolving customer issues and investigating problems
- Customer service
- Updating in-house system
- Upgrading/ up selling services of the client retaining clients towards the end of their contract.
- Floor walking, assisting members of staff with technical system queries.

Dealing with incoming calls, I was required to deal with customers moving home and transferring their services from one property to another. This also involved dealing with any problems the customers occurred during the transfer process, to communicate with customers whilst performing a thorough investigation into any problems they may have and giving clear solutions in an efficient manner, while exceeding daily targets. I also helped floor walking which consisted of assisting members of staff by resolving and technical issues that had arise during

Customer Advisor, B&Q, Coventry

(Apr 2004 to Feb 2006)

- Shop floor assistant – providing customers with solutions to queries, stock replenishment, maintaining a tidy shop floor.
- Acquiring extensive product knowledge
- Operating tills and cash handling
- Housekeeping
- Operating Paint desk – have gained extensive knowledge on paints and assisting customers with queries on paints and decor.
- Service desk operator – dealing with customers and other store enquiries.

Sales Assistant, Woolworths Plc, Coventry

(Oct 2002 to Jan 2004)

- Worked 2 consecutive Christmas periods as a temp.
- Started as cashier gradually progressed to shop floor.
- Stock replenishment and maintained presentable department.

Education

Caludon Castle Community College, Coventry

Sept 2002 to June 2004

Double award AVCE Business Studies

President Kennedy School & Community College, Coventry

Sept 1995 to July 2002

9 GCSE's – 5 C's, 2D's, 2E's

GNVQ ICT (Equivalent to 4 GCSE C grade)

References

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