

FN

Full Name

Professional summary

Dynamic and results-driven Customer Service and Process Management Lead with a proven track record of spearheading successful customer experience improvement initiatives in fast-paced environments. Experienced in collaborating in cross-functional teams, stakeholder management and overseeing task delegation. With a keen understanding of project management best practices, adept at leveraging effective communication and collaboration skills to facilitate seamless coordination amongst stakeholders whilst promoting continuous improvement.

Work history

Chetwood Financial Limited (FinTech Bank) - Customer Service Rep./Ticket Management Lead

London

04/2023 - Current

- Implemented service level agreements which aimed to improve call response and resolution times whilst leading a team of 10 agents, resulting in a 10% increase in customer satisfaction reviews and a low abandonment rate of 3%
- Supported key Marketing stakeholders on a customer journey mapping transformation initiative which saw the comms channels; live chat, emails and phone calls which impact over 33,000 customers reviewed for improvement
- Effectively managed and escalated customer cases to other departments such as Complaints, Retentions and Payments, decreasing average resolution time by 20%
- Cultivated a culture of excellence and enthusiasm which enabled the achievement of a personal average score of 3 positive Trust Pilot reviews per month
- Utilised Salesforce to create a channel to track open tickets to streamline ticket tracking which decreased average response times by 20% resulting in a 20% and improved overall customer satisfaction ratings by 15%
- Facilitated daily team stand ups which saw the delegation of issues to resolve and the escalation of urgent customer cases
- Created and distributed high priority customer case status reports in a timely manner to senior leadership for review and quality assurance

✉ email address

☎ 01324 567890

📍 Location

Skills

- Project planning & tracking
- Task prioritisation
- Stakeholder Management
- Issue & Risk Management
- Salesforce
- JIRA
- Google Suite
- Microsoft Office
- CRM implementation
- Customer loyalty building
- Problem solving

Education

07/2022 - Current

IT Online Learning - Digital Education Provider

Project Management Programme

09/2012 - 07/2014

Abingdon & Witney College
Oxford

Level 3, Extended Diploma In Business Studies

Qualifications

- APMG
- APMG AgilePM Practitioner
- AgilePM Foundation
- PRINCE2 Foundation
- Change Management Foundation

- Ownership of issue tracking process which identified the cause, priority, issue type and resolution timescale, in turn enabling the escalation of 300 app issues per week on average

IT Online Learning - Eventide Events Project - Project Manager

10/2023 - 01/2024

- Utilised the PRINCE2 methodology to ensure the 'Tech Splash' conference festival with over 20,000 attendees was managed and executed successfully inline with the cost, time and scope defined
- Created and maintained project documents, such as the Business case and Quality Management approach, ensuring alignment with project objectives, stakeholder expectations and project governance
- Collaborated cross-functionally with 6 teams which included stakeholders such as Marketing, Software Development and Product to deliver the completion of the 'Tech Splash' website
- Implemented a streamlined communication management approach, sharing regular reviews to communicate project health status
- Utilised Microsoft Excel to create a Gantt chart to visually represent the timeline, dependencies, milestones and progress of all tasks, enabling better resource allocation and task prioritisation
- Implemented a comprehensive risk management procedure, clearly defining the risk tolerances

TieTa Contact Centre - Customer Service Representative

07/2022 - 04/2023

- Utilised the internal relationship management system Puzzle to resolve customer queries and accurately manage customer data to maintain accurate records
- Engaged in weekly stakeholder customer-centric meetings to escalate patterns in customer complaints on multiple campaigns which contributed to an 8% increase in customer satisfaction
- Escalated issues and queries to relevant departments via weekly reports whilst maintaining regular updates regarding volume, nature and length of calls
- Contributed to company culture of kindness and attention to detail by providing friendly and genuine service
- Ensured customer needs were met by setting appointments with field teams to carry out service changes or deliver new products
- Participated in regular training to maintain up-to-date knowledge on company products and policies

Kids Planet, The Triangle Nursery - Oxford - Nursery Assistant & Room Leader

07/2016 - 07/2022

- Planned and coordinated activities that encouraged physical, cognitive, and social development
- Documented and escalated issues and proposed resolutions to management which created a safe and tidy space to promote children's development
- Implemented a new communication strategy which saw parents receive an e-mail summary regarding nature of intended conversation if initial phone call was not answered

- Monitored and assessed children's progress, identifying and documenting areas of improvement and providing a safe and nurturing environment for children to learn and grow
- Developed strong relationships with parents and ensured best practices were demonstrated in the quality of care provided

Koils & Kurls - Freelance project manager

01/2020 - 07/2020

- Utilised Agile methodology to successfully plan and manage the start-up of a haircare business 'Koils & Kurls LTD', within a 6-month timescale, with a budget of £10,000
- Created a business case to assess the feasibility and viability of the project, additionally created a project charter with the inclusion of the defined scope, objectives, key stakeholders, project requirements and success criteria
- Monitored project deliverables, requirements, and timelines within each timebox through the combination of several artefacts and centralised in Gdrive
- Maintained the Risk and Issues log ensuring mitigation plans were in place, whilst handling change requests. This included identifying, analysing, evaluating/ ranking, monitoring and reviewing all risks throughout
- Collaborated with stakeholders and facilitated stand-up meetings to assess project status, and completed timebox reviews whilst communicating the project health status with the project-level stakeholders