**Imogen Smith BA (Hons) I Customer Service Manager**

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A business management graduate with 6 years’ experience in a fast-paced and pressurised customer-focused environment. Advanced customer service experience includes successfully implementing and delivering an innovative training program which increased customer retention figures from 25% to 75% over 6 months (2018). I am now seeking to further my knowledge and skills into a management position, with a forward-thinking and customer-centric company.

Key Career Successes

* Awarded a place on the Shadow board of Telefone to support senior leadership when making strategic decisions (2019)
* Employee of the month (Jun 2017, Jan 2018 and Mar 2018)
* Promoted into a Supervisory role (2019)
* Regularly received testimonials from customers recognising my ability to go above and beyond in my duties
* Routinely helped as many as 150 customers daily in a high-volume outbound and inbound contact centre environment
* Selected to support with the training rollout of a new CRM system (SAP) to customer service staff (2020)

Core Skills

CRM- Salesforce, ACT, SAP, Freshworks Mentoring/Coaching Recruitment/Interviewing

Continuous Improvement Project Management Problem Solving

Management Information Reports (MI) Staff Management/Training Performance Reviews

NPS Score Improvement Brand Management Complaint Resolution

Career history & achievements

**TELEfone, Newbury** (Sep 2017 – Present)

**Customer Service Supervisor**  (Sep 2019 – Present)

Promoted to supervise the customer service retention team comprising of 15 members. Overseeing staff performance, MI reporting and managing any escalated customer complaints. Reporting to the Customer Service Manager.

* In the absence of the Customer Service Manager compiled management reports and represented the department in senior leadership meetings.
* Engineered a new ‘Best Practice’ Customer Retention training program and delivered the concept to the senior board. This was approved and then rolled out to the business.
* Mentored and coached colleagues with their work and acted as a vocal and engaged team member while positively and confidently delivering solutions and solving complex problems.
* Created a structured Induction and mentoring program which increased the speed of productivity of new staff from three months to two months

**Customer Service Executive** (Sep 2017 – Sep 2019)

*Working as part of a busy customer retention team comprising of 15 members. Targeted to retain customers who were considering cancelling their phone agreements. Reporting to the Customer Service Manager.*

* Targeted to respond to both inbound and make outbound calls of approximately 50 calls per day.
* Achieved the highest customer retention statistics over 6 months, averaging 50% higher than other team members.
* Attained the highest performance levels and quality customer care, meeting and exceeding company KPI and targets by requesting and acting upon regular feedback (achieving an average 36% over performance for 12 months).
* Supported the Customer Service Supervisor in periods of absence.

**Seeking new employment - Online courses to strengthen skills** (Jun 2017 - Sep 2017)

Perfect Insurance, Leatherhead, Customer Service Advisor *(Jun 2015 – Jun 2017)*

Worked within a busy Contact Centre in the Policy Retention Team comprising of 20 members responding to inbound calls.

* Respond to customer emails and telephone calls to resolve problems. Approx. 60 calls a day.
* Ensure legislation and compliance were always maintained, recorded information accurately onto ACT database.
* Consistently exceeded KPI and performance measures and awarded Employee of the Month 3 times.

Ace Calibration, Dorking, Customer Service Advisor *(Jun 2014 – Jun 2015)*

Worked within a busy Contact Centre, comprising of 35 members responding to inbound calls daily about product returns.

* Respond to customer telephone calls to resolve problems. Approx. 150 calls a day.
* Consistently exceeded KPI and performance measures and achieved ‘exceptional performer’ on the last Appraisal.

**Education and ongoing development**

2014 – BA (HONS) Business Studies (2:1) St Andrews University

2017 – Effective Complaint Handling & Ultimate Customer Service Online Course

Interests

A competitive tennis player, winning a local club annual tournament two years in a row. A keen footballer competing regularly in a lady’s football league, currently playing in the first division.