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# Paula Jones

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Address Line 1

Address Line 2

Tyne and Wear, Post Code

Telephone: 07870 123456.

## SALES AND SERVICE ADVISOR (INBOUND AND OUTBOUND)

Highly successful, with a number of achievements within the customer services administration. Committed to the team and the business with an excellent commercial approach to solving problems within budget, scope, timescales and process limitations, and a regular contributor of ideas and solutions for changes to call centre processes. Now looking forward to a new challenging position within a customer focused environment.

### AREAS OF EXPERTISE

- Customer Services administration
- Customer focus
- Exceeding targets
- Problem solving
- Team leadership
- Staff training
- Meeting customer needs
- Telesales / marketing
- Promotional initiatives
- Computer literacy
- Retail management
- Quality Assurance

### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

#### SALES AND CUSTOMER SERVICE ADVISOR

2004 - Present

Write Company A Here

Responsible for selling a range of discounts and services within the customer services section. Dealing with complaints and enquiries as well as sales promotions and new deals. Involved in training new staff - ensuring they are up-to-date on new products / services and all procedures are adhered too.

- **As Deputy Team Leader:** Instrumental in building call centre team - coached, led and maximized call efficiencies and performance.
- **Top Advisor** in the team on a regular basis, won award for team performance.
- Ensured focus on customer whilst reducing the number of contacts made to Barclays Bank.
- Met all targeted levels of KPIs whilst ensuring that the highest level of customer service was delivered.
- Assisted in the development of existing customers accounts after Identifying "at risk" renewals.
- Exceeded personal loan and income protection insurance policies (£1500 - £2500 ).
- Increased retention whilst competing with the aggressive, new marketplace.
- Sales Advisor (2004-06), Service Advisor (2003-04).

#### CUSTOMER SERVICE ADVISOR

2001 - 04

Write Company B Here

Responsible for the outbound calls to customers in order to obtain gas and electric meter readings through the computer database.

- Dealt with customer complaints and be responsive to customer needs in an effective and efficient manner.
- Developed communication and audio typing skills.
- Enhanced ability to work under pressure and be a successful team player.
- Met all team and individual targets.

Early Career Summary:

<b>CSA</b> (outbound sales of ATM machines),	Albany Marketing	(1999-01)
<b>Retail management</b>	The Galleries, Washington	(1998-99)

Personal:

Pastimes: Cinema, eating out, entertaining friends, music.

Born: 1984.