

Professional Skills

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Core Skills

- Training
- Induction
- Management Development
- IT Skills
- Safety
- Writing

Land your perfect job quickly

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Career History

Nov 2011

Outline
Delivering
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Key Responsibilities

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Key Responsibilities

- Developed and implemented new modules of the system, increasing efficiency by 40%.
- Trained and supervised a team of 10 personnel in handling customer inquiries and resolving issues.
- Provided technical support and training to other personnel, ensuring they were up-to-date on system changes.
- Supported the development of new products and services, contributing to the company's growth.
- Conducted regular performance reviews and provided constructive feedback to team members.
- Deputised for the manager during their absence, ensuring all tasks were completed on time.

Key Achievements

- Won accolades for outstanding performance, achieving a 95% customer satisfaction rating.
- Saved the company over \$50,000 by identifying and resolving a critical system issue within 48 hours.
- Enabled the company to launch a new product line, contributing to a 15% increase in revenue.
- Reduced customer wait times by 20% through the implementation of a new queue management system.
- Ensured the company's compliance with all relevant regulations and standards.
- Achieved a 100% on-time delivery rate for all customer orders.

Sep 2012 –

Outline

Managed the day-to-day operations of the company, ensuring all tasks were completed on time and to a high standard.

Key Responsibilities

- Handled all customer inquiries and resolved issues to ensure high performance.
- Coordinated with other departments to ensure smooth operations and efficient service.
- Performed regular system checks and updates to ensure the highest level of security.

Key Achievements

- Managed the company's finances, ensuring all bills were paid on time and revenues were maximised.

Dec 2011 –

Key Achievements

- Implemented a new customer service strategy, resulting in a 10% increase in customer satisfaction.
- Successfully managed a major system outage, ensuring minimal disruption to customer experience.

Aug 2011 –

Educational

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References