

Gerry Cowley | Customer Service and Support

Location: xxxxxxxxxxxxxx

Mobile: xxxxxxxxxxxx

Email: xxxxxxxxxxxxxxxx

Professional Summary

A diligent and motivated professional with extensive experience in customer service and support roles, demonstrating a strong commitment to excellence and a proven track record of achieving exceptional results.

With a friendly and approachable demeanor, I have successfully managed a wide range of customer inquiries, resolving issues efficiently and ensuring a high level of customer satisfaction. My expertise includes handling complex technical problems, providing product demonstrations, and delivering exceptional service to a diverse customer base.

Core Skills

- Exceptional customer service skills
- Comprehensive product knowledge
- Analytical and problem-solving abilities
- Excellent communication and interpersonal skills
- Calm and professional under pressure

Career Summary

2008 – Present

Identified as a top performer.

Key Responsibilities

- Cultivated strong relationships with customers and businesses.
- Provided expert advice on all products, including Pro, Mac Air, and other Apple products.
- Updated and maintained product knowledge through continuous training.
- Addressed customer queries quickly and accurately, ensuring a high level of satisfaction.
- Assisted with product demonstrations and provided training on the latest software and hardware solutions.
- Enabled customers to make informed decisions by providing detailed information on all available options.
- Resolved complex technical issues, often requiring the use of advanced diagnostic tools.
- Achieved a high level of customer satisfaction, consistently receiving positive feedback.

Key Achievements

- Successfully managed a large volume of customer inquiries, consistently achieving a 95% satisfaction rate.

2005 – 2008

Recruited for the role.

for the role.

Key Responsibilities

- Provided excellent customer service, ensuring a high level of satisfaction.
- Maintained a high level of product knowledge and stayed up-to-date on the latest developments.
- Collaborated with the sales team to promote and sell products effectively.

1998 – 2005

Deputy Manager.

and

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Key Responsibilities

- Created pro...
 - Liaised clos...
 - Planned log...
 - Constructed...
- sector.
d onsite.
protocols.

Education &

2000

1987 – 1989

1981 – 1987

Other Inform

- Full clean
- Advanced
- First rate
- Proficient

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