

Professional Summary

Customer
performance

During my career, I have been credited as the driving force behind staff and ultimately the success of the contact centre. I have been compliant with all relevant legislation and deliver new products and services.

Core Skills

- Customer Service
- Operational Excellence
- Project Management
- Performance Management
- MI Reporting

Career History

Xxx 2005

Dec 2015

Outline

Life cycle management
Experience

Key Responsibilities

-
-
-
-

Key Achievements

-
-
-

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claims
ment of a

responsibility. I am responsible for the allocation of resources and multi-channel control are fully compliant with retention and

analysis (TNA)
management
ment
ations
mes/TCF

handling 20 line
customer

targets.
distribution channel.
and journey
customer loyalty.
ers.

customer experience in

by 20%, increased
customer satisfaction

able insight on

speed of resolution and
in monthly meetings.
managers and handlers
embedded within the

Outline

Led a team of 45
quality/volume an

handling
operations.

Key Responsibilities

- Schedule
- Collaborate
- Provide
- reorgan

and
for team

Key Achievements

- Credite
- perform
- Produc
- sugges

ms.
and

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Oct 2009 – M*Outline*

Led 200 staff
contingency &
service.

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Key Responsi

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Key Achie

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mended
vice, team
d overall

Xxx 200*Outline*

Manage
governa
perform

ners – compliance,
osts/handling and

Edu

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IT/T

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Re