

Hayley Cummings

Customer Service resume

AREAS OF EXPERTISE

- Customer satisfaction
- Interpret customer feedback
- Call handling
- Managing Customer Data
- Customer service
- Listening to customers
- Managing expectations
- Telephone Etiquette
- Email handling
- Resolving problems

PROFESSIONAL

- First Aid Qualified
- Diploma in Customer Relations

PERSONAL SKILLS

- Excellent communicator
- Good problem solver
- Attention to detail
- Team player

PERSONAL DETAILS

Hayley Cummings
Dayjob Ltd
The Big Peg
Birmingham
B18 6NF
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M: 0870 061 0121
E: info@dayjob.com

Driving license: Yes

PERSONAL SUMMARY

A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business-like manner, Hayley is a service orientated professional who is very confident when handling enquiries, complaints, and communications. She is a team player, who is able to work to timely demands and effectively manage multiple workloads. Right now she is looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

WORK EXPERIENCE

Healthcare Centre – Birmingham
CUSTOMER SERVICE June 2010 – Present

Responsible for ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgement and taking decisions within established procedures for each enquiry.

Duties:

- Responding promptly to customer enquiries in person or via telephone, letter, and e-mail – always in a professional & efficient manner.
- Using the in-house system to record necessary information and instigate actions as required.
- Processing orders, forms, applications and requests for information.
- Dealing efficiently with questions and queries from customers.
- Keeping up to date with all the company's products, services and procedures.
- Directing requests and unresolved issues to other colleagues.
- Maintaining up to date paper and computer based files and administrative systems.
- Promoting the company's products and services to customers.
- Handling objections professionally.

Fashion Shop - Coventry
Customer Service Advisor April 2010 – June 2010

KEY SKILLS AND COMPETENCIES

- A clear and confident telephone manner.
- Ability to communicate effectively with a wide range of customers.
- Proven aptitude for dealing with customer complaints.
- Extensive knowledge of Microsoft Office, Excel and Lotus Notes.
- Experience of working in a busy, inbound call centre environment.
- Dealing with customers Face to Face.
- Fully aware of the importance of data security and relevant legislation.
- Prospecting for sales leads.
- Able to identify and act upon potential sales opportunities.

ACADEMIC QUALIFICATIONS

Sparkbrook University 2008 - 2010
B.A. (Hons) Business Administration
Coventry Central College 2005 - 2008
A levels: Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.

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Deborah Britt Roebuck

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Resumes For Dummies Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams

Careers in Healthcare and Beyond Evelyn Lee, 2021-07-28 According to the U S Bureau of Labor Statistics some of the fastest projected job growth will occur in the healthcare healthcare support and personal care fields which accounts for almost one third of the total employment growth by 2020 Analysts suggest that the healthcare field is growing because of the long term trends of an aging population and improved diagnosing and treatment options Additionally technology advances in telemedicine and telehealth are allowing elderly patients to remain in their homes as they age even though their health needs are increasing All these advances and changes to payment structures are fueling the employment growth opportunities in healthcare This book is intended for someone curious to learn more about a career in healthcare but not certain if it is right for them or if the industry would be a good fit for them For the person who is already interested in pursuing a career in healthcare it provides added excitement to continue on this path For the person who is less certain it explores in a narrative format the unique opportunities that are available in healthcare and career options that are not obvious to the general public It is designed to provide added insights and stories that will inspire one to learn more about the field of healthcare and the many opportunities to consider It will encourage readers to explore ways to gain hands on experience to determine what is the best approach for them to take to start this journey This book is also intended for those who currently work in healthcare but may be considering a different job in the field

How to Find Your Dream Sales Job - The Future is Yours to Create! Susan A. Enns, 2020-09-01 Sales is considered to be one of the most recession proof careers Why should you consider a sales career how to know if you would be good at it how to write a resume and a gender neutral cover letter what to include in your LinkedIn profile how to do interview prep what to wear how to access the hidden job market how to evaluate a job offer how to resign from your current job it's all in this book More Details A study published by Jobfox identified Sales Representative Business Development as the most recession proof profession Profit Magazine reported Finding the right sales talent was one of the biggest concerns facing sales organizations today Similar studies conducted annually by Manpower Inc report that the position of sales representative is consistently considered by management as one of the most difficult jobs to fill According to the research in the book How to Hire Develop Your Next Top Performer The Five Qualities That Make Sales People Great 1 in 4 people have an aptitude and are well suited for a career in sales So if there are that many sales organizations always looking to hire sales people and so many people have the ability to sell why are so many sales people having difficulties finding their dream sales position It's probably because few of us are ever taught how to actually find it This eBook is going to fix that How to Find Your Dream Sales Job The future is yours to create will ask and answer four basic questions 1 Why should you consider a career in sales 2 How to know if you would be good at it 3 What

does your dream job look like 4 How do you go out into the job marketplace and find it Why should you consider a sales career how to know if you would be good at it how to write a resume and a gender neutral cover letter what to include in your LinkedIn profile how to do interview prep what to wear how to access the hidden job market how to evaluate a job offer how to resign from your current job IT S ALL IN THIS BOOK Written by Susan A Enns a sales coach and author who has been in sales in one form or another for well over 3 decades Over those 30 plus years in all capacities at all levels of sales sales management and executive level management she has interviewed hundreds maybe even thousands of candidates for various sales and sales management positions With that experience under her belt and a record of proven performance to her credit she wrote this book She started to write it the day she met a very enterprising young man who wanted to start a career in sales He told her he found a company online and they were going to charge him more than 3000 to teach him how to find a sales job She thought at the time that was highway robbery let alone questioning if it was even legal She finished writing it shortly after the COVID 19 Pandemic of 2020 changed the world and so many talented sales people were forced to change jobs and were hitting the job market on a moment s notice As Confucius once said Choose a job you love and you will never have to work a day in your life Susan has had such a rewarding career in sales she wants to help you explore the same opportunity So let s get started

Occupational Outlook Handbook ,2010 Describes 250 occupations which cover approximately 107 million jobs [Occupational Outlook Handbook](#) United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover *Occupational outlook handbook, 2010-11 (Paperback)* ,1990

THE BIG BOOK OF JOBS 2012-2013 McGraw Hill,2011-08-12 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you ve recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges

The Career Change Resume Kim Isaacs,Karen Hofferber,2003 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers **best review** ,1993 **The No-pain Resume Workbook** Hiyaguha Cohen,1992 Writing a resume doesn t have to be a stressful event This guide contains fill in the blank forms for each component of the resume with much of the wording

already provided Writing a resume has never been easier Includes sample resumes and cover letters plus an optional mail in fax in critique and typesetting service Cartoons graphics and quotations throughout **The Quality Management Journal**,1996 **The Black Collegian**,1998 **Lexis-Nexis for Law Students** Steven Emanuel,1995 **Reinvention Federal Resumes** Kathryn K. Troutman,1997-11 Federal Resume Writing 101 12 resume writing exercises including 6 exercises which focus on your Work Experience Thought provoking exercises which cover the mission statement customer service procedures including recognitions and highlighting skills from the announcement also an outstanding sample of a Resmix Resume A total case study GS 12 federal resume KSA and cover letter Click her to learn more about Reinvention **New York Review of the Telegraph and Telephone and Electrical Journal**,1914 **Boomers' Job Search Guide** Saundra Marling,Jill Pfaff Waterbury,2006 This guide covers the ten primary aspects of the job search focused on specific information for the over 50 worker It includes examples of resumes and letters inspirational quotes lists of employers that target older workers and a listing of traits the older worker is selling Careers Job Opportunities **The Software Encyclopedia**,1997 **How to Locate Jobs and Land Interviews** Albert L. French,1993 **Improving Business Communication Skills** Deborah Britt Roebuck,2001 This clear concise user friendly book strives to deliver vital communication skills that future professionals need to be successful in both their careers and personal lives It offers readers the opportunity to involve themselves in the subject matter in a creative self directed fashion thus enhancing the learning process The book provides readers with complete guidelines for writing letters memos and reports preparing and delivering presentations and using technology to communicate For individuals in need of a review or introduction of business communication skills **The On-line Job Search Companion** James C. Gonyea,1995 Boot up log on and find work This accessible guide to job hunting and career building the electronic way tells job seekers everything they need to know about hardware software on line services and related technologies that can connect them instantly to thousands of employers and job bank databases

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