

Curriculum vitae

PERSONAL DETAILS

Name

Shannon Lewis

Address

London, United Kingdom

Phone number

+44 15021 36059

Email

example@cvmaker.uk

AREAS OF EXPERTISE

- Customer service
- Team management
- Staff training and mentoring
- Performance management
- Customer relationship management
- Process improvement
- Data analysis
- Reporting
- Stakeholder relations

PROFESSIONAL TRAINING

Financial Services Regulation and Ethics, Lowes Financial Academy, 2017

CERTIFICATIONS

Insurance (Level 3) certificate, Chartered Insurance Institute, Southampton

PROFILE

Motivated and detail-oriented customer service professional with 10+ years of experience in leading teams in fast-paced environments. Track record of success in coaching, motivating, and guiding teams to achieve both business and personal career goals. Equipped to optimise internal processes by transforming insights into strategic business actions with strong problem solving, communication, and interpersonal skills.

WORK EXPERIENCE

2016 - Present

Customer Service Team Leader

Greenfield Insurance Services, Southampton, UK

Lead, motivate, and manage a team of 15 customer service consultants to provide effective short-term insurance assistance to business clients. Monitor team performance daily and produce daily, weekly and monthly reports for senior management. Liaised with internal stakeholders to solve problems effectively and attend strategy sessions to chart progress and company vision.

- Developed and delivered team training which boosted team morale and improved customer satisfaction ratings.
- Reduced unresolved queries by initiating daily team stand-ups.
- Awarded Greenfield's annual Customer Service Excellence Award in 2019 and 2020.

2010 - 2016

Customer Service Advisor

Higos Insurance Services, Southampton, UK

Provided support and comprehensive product/service information to ensure high levels of client satisfaction. Advised clients about short term insurance and claim processes while assisting with the management of personal details. Collaborated with management to resolve escalated tickets on time and led weekly sessions to drive both team and client satisfaction.

- Resolved 15+ tickets per day.
- Selected to deliver onsite training sessions in client relationship management, time management, and ticket/queue management.
- Partnered with management to drive process improvement and introduced a new tracking sheet to prevent further escalation.

ADDITIONAL EXPERIENCE

Customer Care Consultant

Ageas Insurance, Southampton, UK

- Improved branch targets by providing effective training to sales and customer teams.
- Achieved high-levels of customer satisfaction by resolving queries timely and efficiently.

EDUCATION

GCSEs

Upper Shirley High School