

Personal

- Address**
71 Cherry Court, Cox Row
Southampton SO53 5PD
- Phone number**
0100 234 5000
- Email**
example@cvmaker.uk

Skills

Microsoft Word	● ● ● ● ●
CRM software	● ● ● ● ●
Microsoft Excel	● ● ● ● ●
Self control	● ● ● ● ●
Patience	● ● ● ● ●
Effective listening	● ● ● ● ●
Clear communication	● ● ● ● ●
Adaptability	● ● ● ● ●

Interests

- Electronics and computers

Keen customer service representative with over 10 years of experience in the short-term insurance industry servicing both private and business clients. I am a highly skilled, effective listener and clear communicator focused on defusing conflicts and resolving client queries as a matter of urgency. Outstanding organisational skills allows quality service delivery, and I maintain the highest level of integrity to ensure the confidence and security of both client and company. All my short term insurance certifications are up to date. I am a competent team leader who can inspire and be inspired by my team.

Work experience

Customer Service Team Leader Jul 2016 - Present Greenfield Insurance Services, Southampton

Responsible for managing the day to day functioning of a team of 15 Customer Service Consultants servicing business clients with their short term insurance needs. Duties include –

- Solving escalated queries and speaking to demanding clients
- Monitoring inbound and outbound call ratios per consultant
- Upholding internal targets relating to closed and unresolved tickets
- Following up on unresolved queries with a lead time of more than 24-hours
- Replaying call recordings on unsolved queries and client complaints
- Liaising with team members to understand and resolve issues
- Extensive liaison with internal stakeholders to solve problems effectively
- Managing the team training portfolio and ensuring all members get proper training
- Ensuring all equipment is maintained and in working order
- Motivating, encouraging and supporting team members
- Providing on the job training as required
- Preparing daily, weekly and monthly reports for senior management
- Attending regular management meetings to chart progress and vision
- Organising team rotation schedules, leave applications and absenteeism

Customer Service Advisor Oct 2010 - Jul 2016 Higos Insurance Services, Southampton

Part of a team of advisors servicing personal short term insurance clients. Duties included –

- Taking inbound calls relating to policy queries
- Guiding clients through claim processes
- Helping clients navigate online processes
- Logging all calls on the internal system
- Escalating queries that required input from other departments
- Following up on escalated queries
- Making outbound calls to give feedback
- Giving management feedback on unresolved queries
- Updating clients' personal and banking details
- Following up on lapsed policies
- Making internal applications for policy reinstatements
- Maintaining all paperwork and electronic filing
- Attending regular onsite training sessions to improve skills

Customer Care Consultant Mar 2008 - Sep 2010 Ageas Insurance, Southampton

I was initially appointed as a trainee, and after six months, I was promoted to a consultant role supporting business clients with their short term insurance needs. Combined duties included –

- Taking inbound calls and making outbound calls
- Logging calls on the internal system
- Verifying client details on policy documents
- Obtaining original invoices for items covered in each policy
- Updating client's business and banking details
- Escalating queries to the team leader
- Maintaining all paperwork and electronic filing

Achievements

Awarded Greenfield's annual **Customer Service Excellence Award** in 2019 and 2020

Education and Qualifications

Financial Services Regulation and Ethics
Lowes Financial Academy

Feb 2017 - Aug 2017

Certificate in Insurance - Level 3
Chartered Insurance Institute, Southampton

Jan 2015 - Dec 2015

LM1

LM2

LM3

Upper Shirley High School

Jan 2004 - Nov 2007

GCSEs - including English, Science and Mathematics

References

Jack Green - Direct manager

Ageas Insurance

On request

Mohammad Sayed - Teamlead

Higos Insurance

On request

Services

Hanna Nowak - Senior Agent

Greenfield Insurance

On request

Services