**Imogen Smith BA (Hons) I Customer Service Manager**

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Business studies graduate with 6 years’ experience in a fast-paced and pressurised customer-focused environment. Advanced customer service experience includes successfully implementing and delivering an innovative training program which increased customer retention figures from 25% to 75% over 6 months (2019). Thrives developing and sustaining high-performance teams in a forward-thinking and customer-centric environment.

KEY Skills & Accomplishments

**Leadership –** *‘Building bonds through strong communication to motivate individuals to overperform’*

* A leader of multi-discipline teams, maintaining high staff engagement levels through an open and supportive style underpinned with collaboration and teamwork to deliver demanding business goals.
* Regarded as an aspiring senior leader and recently awarded a place on the Shadow board of Vodafone to support senior leadership when making strategic decisions (2019).

**Staff Recruitment, Development & Retention -** *‘Empowering staff to solve problems on their own’*

* Successfully coached, mentored, and motivated underperforming teams to increase NPS Scores by 300% (2019).
* Fully responsible for recruitment and induction of new staff. Recognised for creating a structured Induction and mentoring program increasing the productivity of new staff from three months to two months (2019).

**Continuous Improvement –** *‘Always striving for best-in-class for customer journey management’*

* Engineered a new ‘Best Practice’ Customer Retention training program and delivered the concept to the senior board. This was approved and then rolled out to the business (2019)
* Selected by senior leadership to support the training rollout of a new CRM system (SAP) to customer service staff.

**Career history & achievements**

**Vodafone, Newbury** (Sep 2017 – Present)

**Customer Service Supervisor**  (Sep 2019 – Present)

Promoted to supervise the customer service retention team comprising of 15 members. Overseeing staff performance, MI reporting and managing any escalated customer complaints. Reporting to the Customer Service Manager.

* In the absence of the Customer Service Manager compiled management reports and represented the department in senior leadership meetings.
* Mentored and coached colleagues with their work and acted as a vocal and engaged team member while positively and confidently delivering solutions and solving complex problems.
* Employee of the month (Jun 2017, Jan 2018 and Mar 2018)

**Customer Service Executive** (Sep 2017 – Sep 2019)

*Working as part of a busy customer retention team comprising of 15 members. Targeted to retain customers who were considering cancelling their phone agreements. Reporting to the Customer Service Manager.*

* Targeted to respond to both inbound and make outbound calls of approximately 50 calls per day.
* Achieved the highest customer retention statistics over 6 months, averaging 50% higher than other team members.
* Attained the highest performance levels and quality customer care, meeting and exceeding company KPI and targets by requesting and acting upon regular feedback (achieving an average 36% over performance for 12 months).
* Supported the Customer Service Supervisor in periods of absence.

**Seeking new employment - Online courses to strengthen skills** (Jun 2017 - Sep 2017)

Perfect Insurance, Leatherhead, Customer Service Advisor *(Jun 2015 – Jun 2017)*

Worked within a busy Contact Centre in the Policy Retention Team comprising of 20 members responding to inbound calls.

* Respond to customer emails and telephone calls to resolve problems. Approx. 60 calls a day.
* Ensure legislation and compliance were always maintained, recorded information accurately onto ACT database.
* Consistently exceeded KPI and performance measures and awarded Employee of the Month 3 times.

Ace Calibration, Dorking, Customer Service Advisor *(Jun 2014 – Jun 2015)*

Worked within a busy Contact Centre, comprising of 35 members responding to inbound calls daily about product returns.

* Respond to customer telephone calls to resolve problems. Approx. 150 calls a day.
* Consistently exceeded KPI and performance measures and achieved ‘exceptional performer’ on the last Appraisal.

**Education and ongoing development**

2014 – BA (HONS) Business Studies (2:1) St Andrews University

2017 – Effective Complaint Handling & Ultimate Customer Service Online Course

Interests

A competitive tennis player, winning a local club annual tournament two years in a row. A keen footballer competing regularly in a lady’s football league, currently playing in the first division.