

SARAH BATES

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PROFILE

I am a confident, hard-working and reliable individual looking for a career change into a web development area. I am heavily experienced in customer service roles, and believe this provides me with a unique perspective where I am extremely client-focussed, problem solving, and enjoy being a part of a fast paced team.

KEY SKILLS

- Most comfortable in a team environment, working to common deadlines.
- Self starter and able to work on own initiative.
- Proficient in HTML, CSS, some JavaScript.
- Proficient in Photoshop, Illustrator, inDesign, MS Office.
- Excellent written and verbal communication skills.
- Full, clean driving licence.

WORK HISTORY

June 2018 - Present: Customer Service Agent | Arvato

- Dealing with sensitive information regarding a customers financial situation in a professional and secure manner.
- Inputting data correctly and confidently
- Answering calls (inbound) and working towards targets

January 2016 – Present: Self-employed artist, writer, and illustrator

- Managing deadlines
- Creating and maintaining a relationship with customers
- Accounting
- Marketing
- Business management

October 2015 – December 2015: Sitel (Virgin Media Retentions) - Customer Retentions Advisor

- Working towards targets
- Using multiple systems to provide customers with competitive prices
- Encouraging customers to stay with Virgin Media

- Constantly dealing with high volumes of angry and dissatisfied customers, keeping calm and professional at all times

October 2014 - August 2015- First Utility, Customer Contact Agent

- Using knowledge and skills to handle complex customer queries and to provide clear explanations and solutions to their issues, ensuring full records of all customer contacts and conversations are maintained
- Part of the Bereavement specialists team, working with customers at a difficult time in their lives, requiring empathy and compassion
- Part of the email handling team, assisting to rewrite the email templates that would be used across the business as a whole
- Consistently achieved high quality scores, demonstrating excellent and professional customer service
- Building rapport with customers in a short space of time and managing their expectations to provide a positive experience and ensure they feel confident in their relationship with First Utility
- Working within industry processes to ensure correct procedures are implemented
- Engaging with my team and joining discussions to create solutions to known issues
- If an issue could not be resolved at first contact, keeping regular contact with that customer to update them and reassure the case is on track, and keeping those commitments
- Often dealt with unhappy customers who were having an unsatisfactory experience with First Utility and would defuse the situation before it escalated further
- Met and exceeded personal quality, service and customer retention targets

January 2013 – July 2014- Vue Cinemas, Training Buddy

- Delivering training to new starters to ensure they were aware of company policy and their role
- Delegating daily tasks to all staff, prioritising the needs of the customer
- Identifying the customers' needs, providing professional advice and satisfying their concerns
- Retrained all staff to a higher standard based on new required training standards
- Dealt with customer queries and complaints, managing and exceeding their expectations
- Upselling to each customer to ensure they have the best deals
- Ensuring all auditing requirements were met on a daily basis

December 2012 – November 2013- Warwickshire County Caterers, Food Service Assistant

- Working within a school, providing a safe and hygienic environment
- Managing multiple jobs at once, ensuring the food was prepared on time and to a high standard
- Maintaining a positive, friendly attitude to create a fun environment for the children where they felt safe
- Ensuring the highest standards of cleanliness were maintained
- Working within a small team to short, tight deadlines
- Attended regular training for safeguarding of children

January 2012 – December 2012 - Various Temporary roles inc. Flair Events and Wagamamas

- Directed race competitors, ensuring the safety of all of the competitors and members of the public
- Remained professional and approachable at all times
- Joining new teams and working to quickly build rapport to ensure we would deliver the best possible work
- Worked in a kitchen assisting the ramen chef, ensuring food was delivered on time and to a high standard

November 2011 – January 2012 - Paperchase, Christmas Temp

- Visual merchandising to ensure the most attractive display for our customers
- Working towards daily sales targets for the store, as well as personal sales targets
- Prioritising tasks and taking initiative to complete jobs and resolve issues as they arise
- Thriving with high volumes of customers during the busy Christmas period

October 2008 – July 2011 - Sainsbury's, Checkout / Counters assistant

- Constantly dealing with the general public and ensuring I maintained the Sainsbury's brand at all times
- Maintaining a positive, can do attitude throughout the day
- Ensuring all customer queries were resolved in a timely manner
- Undertook COSHH certificate

October 2007 – October 2008 - Warwick Castle, Retail Assistant

- Consistently achieved a mystery customer score that never dropped below 90%
- Responsible for opening and closing the store, often alone, including collecting the float and the delivery
- Ensured enough stock was available for each day, having an understanding of the best selling items and knowing when the busy times would be
- Oversaw the training of new starters and ensuring they were confident and competent in their role
- Delegating tasks to staff

November 2006 - October 2007 - Asda Stores, Cashier

- Constant Customer focussed mindset
- Cash handling
- Assisting customers throughout the busy Christmas period
- Working with a variety of customers and adapting my approach for each individual

February 2005 – June 2006 - Cheltenham & Gloucester, Data Entry Clerk

- Basic admin duties, faxing, photocopying, franking post,
- Placing calls to customers to clarify details
- Attending regular meetings, taking minutes

EDUCATION

Warwickshire College

First Diploma	Art & Design	Pass
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Trinity School

AS level	English Language	E Grade
AS level	ICT	E Grade
GNVQ	Health and Social Care	Pass
GNVQ	ICT	Pass
GCSE	English	B Grade
GCSE	Mathematics	C Grade
GCSE	Dual award science	DD Grade

INTERESTS

- Self development
- Creative writing
- Storytelling
- Self study
- D&D
- Tabletop Games