

KILLAKITTEE

T +44 1212121212
E testing123@gmail.com
L LinkedIn.com/in/myprofile
A 1 Reddit House, Internet
Road, World Wide Web, R3D1TT

Summary

Enthusiastic customer service representative with over 9 years of diverse experience in customer focused roles. Excellent communication skills with a polite and friendly manner towards both customers and colleagues.

Education

2015

Boxing Instructor

Boxercise, London, UK
Boxercise instructor certification

2013 - 2014

Fitness Instructor and Personal Trainer





Training company, Place, Country
Level 2 Fitness Instructor and Level 3 Personal Trainer certifications.

2010 - 2012

Business Level 3 Extended Diploma

College, Place, Country
Level 3 qualification at a pass grade.

INTERESTS

 Music  Exercise
 Eating out  Relaxing at home

Experience

Dec 2015 - May 2016

Software Company

Customer Service

'Feature Implementations Team Member'

Worked in a close team, with the focus on excellent service and communication, ensuring customers received the help they needed.

Maintained accurate and complete customer records, organised and installed software upgrades, resolved incoming customer support calls, participated in the launch of a new product by training customers, designing marketing material and answering customer queries.

Learnt soft sales techniques to implement during calls. Target driven position.

Nov 2015 - May 2016

Freelance

Personal Trainer

Created website and marketing material such as business cards, flyers and posters. Launched boxing fitness company. Established great relationships with clients where they could relax and focus on their fitness goals.

Mar 2015 - Nov 2015

Travel - Australia

Travelled to Australia with partner, who was working in Melbourne.

Oct 2014 - Feb 2015

A Pub

Bartender/Waitress

A customer focused role where multi tasking and working independantly was important. Had management responsibilities whilst employer was on holiday.

Sep 2013 - Oct 2014

Another Pub

Bartender/Manager

Provided exceptional customer service and maintained steady, regular customer base. Promoted to manager, where I was praised for my organisation and ability to enable a focused, positive working environment,

Jul 2012 - Sep 2013

Yet Another Pub

Supervisor

Assisted in the launch of the business, where providing superb customer service was important from the beginning to welcome new customers and encourage them to visit again.