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| MLObjectiveTo progress in my career, prove my value and always be learning and progressing.SkillsCommunicationClear, concise and focused verbal and written communication combined with excellent listening skills.TeamworkTeam player with the ability to manage and delegate to others and take on responsibilities.LeadershipLeading by example, setting deadlines and assigning and delegating tasks.InitiativeI take responsibility for my own work and always look for ways to improve it.PlanningPrioritising my work, avoiding distractions and ensuring deadlines are met.Skills continuedProblem-solvingI assess a situation and use a logical and analytical approach to finding a solution.IT skillsTalented with Excel, Word, Access, PowerPoint and VBA. Able to quickly learn new systems and have used many proprietary systems.Mental AgilityAs I have been actively learning my entire life, I am able to rapidly adapt to changes and learn at an accelerated rate. |

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| Mike LeeCustomer Service Advisor with much more to give MIKELEE.SITE123.ME | 07450915782 |

Experience – current roleCustomer service Advisor • Virgin media (sitel) • Nov 2020 – PresentRoleTaking calls from Virgin Media Customers* Assisting customers with faults
* Retaining customers using sales techniques
* Handling complaints
* Handling complex billing issues
* Maintaining accuracy of data
* Accurately keying orders

Employment HistoryService Improvement Officer • Redcar and Cleveland borough council • Jul 2008 – Mar 2017Role* Alongside other service improvement team members, responsible for the ongoing maintenance of and delivery against directorate Service Improvement Plans.
* Responsible for the review of service policies and procedures.
* Directing, coordinating and reviewing the work of colleagues involved in relevant projects.
* Maintaining and enhancing knowledge and understanding of new developments pertaining to the improvement of the delivery of social care and public health services.
* Develop and implement relevant information systems linked to service improvement.
* Organising the acquisition of suitable resources as required.

Employment History continuedAchievements* Given promotion and a pay raise for performance in October 2009.
* Redeveloped reporting resulting in improved accuracy and reduced time to produce annual statutory reports and regular monthly reports.
* Assisted with migration from ORACLE HRMS to Agresso ERP by acquiring all the employee and payroll data and editing it into a suitable format for upload into the new system.
* Moved from Management Information Services to Service Improvement in August 2014.
* Given promotion and a pay raise for performance in December 2014.
* Developed several small-scale applications using VBA to improve upon existing systems and procedures.

EducationBSc (Honours) Computing and IT • Ongoing • Open UniversityI am studying for a part-time IT degree. I have consistently achieved a distinction and expect this to continue.CertificatesNetworking EssentialsJuly 2020 – Cisco Networking AcademyCertificate in Principals of Team Leading (NCFE) Level 2March 2017 – Redcar Community CollegeNVQ Level 3 Information TechnologyApril 1994 – Archon 2000City & Guilds Level 1 & 2 Information TechnologyJanuary 1994 – The CADCAM centre |